



**Institute of Human Resource Advancement
University of Colombo, Sri Lanka**

Masters Degree in Human Resource Management – Course No. 06
2nd Semester Examination
(Held in September, 2016)

MHRM 06 – Organizational Behaviour

Instructions to the Candidates

- (1) Answer only for five (05).
- (2) Time allocated for the examination is three (03) hours.
- (3) This paper consists of eight (08) questions and two (02) pages.
- (4) If a page or a part of this question paper is not printed properly, please inform the Supervisor immediately.
- (5) Use of any equipment /items such as mobile phone is prohibited, and rules and regulations of university examinations should be strictly followed.



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1. What are the major components of Organizational Behavior (OB) and explain why it should be studied by managers.
(10 marks)
 - ii. "Diversity management means eliminate employee' unfair discrimination." Explain.
(10 marks)**(Total 20 Marks)**
2. i. Define Attitudes.
(05 marks)
 - ii. Describe impact of the three components of attitude of employee job satisfaction.
(15 marks)**(Total 20 Marks)**
3. i. What are the differences between emotions and moods? Discuss.
(10 marks)
 - ii. Explain how emotions can affect employee's job performance.
(10 marks)**(Total 20 Marks)**
4. i. What is Personality? Briefly explain.
(05 marks)
 - ii. Besides the Big Five personality traits, discuss impact of any other personality trait on person-job fit.
(15 marks)**(Total 20 Marks)**
5. i. What is perception? Briefly explain.
(05 marks)
 - ii. Explain how evaluator perception can be influenced on employees' performance evaluation.
(15 marks)**(Total 20 Marks)**
6. i. Describe the five-stage group/team-development model by explaining the performance level in each stage.
(10 marks)
 - ii. Distinguishe between work groups and work teams.
(10 marks)**(Total 20 Marks)**

7. i. Define motivation.

(05 marks)

ii. Evaluate applicability of Maslow's hierarchy of needs theory to your workplace.

(15 marks)

(Total 20 Marks)

8. Write short note on followings.

- a) Autocratic Leadership
- b) Emotional Intelligence
- c) Organizational Justice
- d) Two-factor Theory

(05 marks for each *4 =20 Marks)