



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

Master of Human Resource Management – Course No 10
2nd Trimester Examination
(Held in March/April – 2021)

MBM 5233 – Organizational Behavior

Instructions to the Candidates

- (1) Answer any Five (05) Questions only.
- (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 such as mobile phone is prohibited, and rules and regulations of university examinations should be strictly followed.

01.

- a) Describe two major forms of diversity at the workplace.

(05 Marks)

- b) Contrast the three components of the attitudes by summarizing the relationship with the human behavior.

(15 Marks)

(Total 20 Marks)

02.

- a) Define values.

(04 Marks)

- b) Explain how values influences on employees' job behavior with the appropriate examples.

(16 Marks)

(Total 20 Marks)

03.

- a) Briefly describe two types of work attitudes of the employees.

(08 Marks)

- b) "Any incompatibility between two or more attitudes or between behavior and attitudes naming as cognitive dissonance." What methods you can use to reduce or minimize cognitive dissonance.

(12 Marks)

(Total 20 Marks)

04.

- a) Differentiate emotions from moods.

(10 Marks)

- b) Discuss the five sources of emotions and moods.

(10 Marks)

(Total 20 Marks)

05.

- a) Explain the major factors that determine an individual's personality.

(06 Marks)

- b) Briefly discuss how big five personality traits help to predict employees work behavior.

(14 Marks)

(Total 20 Marks)

06. "People are using number of shortcuts when they judge others. An understanding of these shortcuts can be helpful toward recognizing when they can result in significant distortions." Describe what perceptions you can use to judge others with the distortions of the each type of perception.

(20 Marks)

07.

- a) Describe three key elements of the motivation.

(06 Marks)

- b) Briefly discuss about Maslow's Need Hierarchy theory of motivation and evaluate its applicability to the employees in your workplace.

(14 Marks)

(Total 20 Marks)

08.

- a) Identify five stages of group and team development.

(06 Marks)

- b) Describe what lessons you can learn from the Pygmies society to make an effective team in your work places.

(14 Marks)

(Total 20 Marks)
