



Institute of Human Resource Advancement (IHRA)
University of Colombo, Sri Lanka

Master of Science in Service Management Course No.07

2nd Trimester Examination – English Medium

(Held in July, 2022)

MSM 5232 – Organization, People and Performance Management in Services
(Online Examination)

Instructions to the Candidates

- (1) This paper consists of three (03) questions and two (02) pages.
- (2) **Answer all questions.**
- (3) Time allocated for the examination is two (02) hours.
- (4) Write your Index Number on all pages of answer scripts.
- (5) Scan all answer sheets into a one PDF file and submit into the submit box.
- (6) If a page or a part of this question paper is not printed, please inform the Supervisor immediately.

Question No. 01

- a) Explain challenges and opportunities you have in the context of managing behaviors in organization providing examples from your own job position.

(10 Marks)

- a) Assume that you are the head of the organization which has been experiencing a significant decline in job satisfaction of its employees due to existing economic situation in the country. Describe how you activate in this regards with examples.

(10 Marks)

(Total 20 Marks)

Question No. 02

- a) What is Charismatic leadership? Evaluate this leadership style with examples.

(05 Marks)

- b) What is equity theory? Explain the model of organizational justice with examples.

(05 Marks)

(Total 10 Marks)

Question No. 03

- a) Referring to an appropriate illustration, explain the process of domestic investigation / in house inquiry to be conducted against an employee suspected of serious misconduct.

(10 Marks)

- b) Providing an example from service industries, discuss the applicability of Management By Objectives [MBO] as a technique of employee performance management.

(10 Marks)

(Total 20 Marks)
