



004

SOUTH EASTERN UNIVERSITY OF SRI LANKA  
CENTRE FOR EXTERNAL DEGREES AND PROFESSIONAL LEARNING

**THIRD YEAR EXAMINATION IN BACHELOR OF BUSINESS  
ADMINISTRARION (EXTERNAL) 2011/2012  
HELD IN DECEMBER/ 2013**

**BBA – 38 ORGANIZATIONAL BEHAVIOR**

Answer all questions.

Time: 03 Hours

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01. Read this case and answer the questions below it

Mr.Silva right from his childhood he wanted to achieve something and acquire power for himself. Unfortunately he could secure only a low-paid job in the assembly line in a large manufacturing firm. Its a harmless job having no promotional opportunities. Since he has to support a large family, he needed a well paid job and all his efforts in this direction had gone waste. To below off his esteem and to relieve himself from worldly woes, he started living in a "fool's paradise" and spends most of his days in day-dreaming. Not surprisingly he fell a pretty to drinking and other vices. After exhausting his message financial resource, he would get depressed and start worrying about family.

It has been a vicious circle and he wants to come out of it. Unable to bear with this miserable situation, one fine morning, he wanted to seek advice and counsel from his supervisor. Since his relationship with his supervisor is not too intimate, he required help from his union leader. the union leader has listened to Silva's woes patiently. He told Silva in a sympathetic tone. There is no use working in this company. We have innumerable problem and not a single problem is solved by management so far. the working condition are pathetic . Out salary is too low. And let's unite together and fight with management for better salary and working conditions.

Questions

A) analysis the nature of role conflict experience by Silva in this case

"08 marks"

B) what types of conflict resolution strategy is the union leader suggesting

"08 marks "

C) how do you advice Mr.Silva

"04marks "

"Total 20 marks "

02)

a)What do you understand by organizational behavior? And why behavioral study vital to a manager

"07 marks "

b) What are the key elements of organizational behavior?

"06 marks "

c)"Human behavior which is consider a complex phenomenon is very difficult to understand its absolute terms "Bring out the importance of studying organizational behavior

"07 marks "

"Total 20 marks "

03.

a) Briefly explain the factors of individual behavior in organization

'08 marks "

b) Differentiate physical and psychological differences of a person

'06 marks "

c) Distinguish formal and informal group behavior with suitable example

'06 marks

"Total 20 marks "

04.

a) Trait theory indicates personal, psychological and physical traits of a strong leader. Explain the above statement with using real world leaders

'08 marks "

b) Why "Y" types of employee behavior important to an organization rather than "X" type

'06 marks "

c) Differentiate two factor theories and Maslow's needs theory

'06 marks "

"Total 20 marks "

05.

1) What are the consequences of individual stress? And what are the frequently used programme to manage individual stress

'10 marks "

2) Briefly explain the communication network with suitable diagram

'06 marks "

3) What is power and politics give examples

'04 marks "