



SOUTH EASTERN UNIVERSITY OF SRI LANKA

**THIRD YEAR EXAMINATION IN BACHELOR OF BUSINESS ADMINISTRATION /
BACHELOR OF COMMERCE (EXTERNAL) 2009/2010, HELD IN DECEMBER, 2010**

BBA - 38 ORGANIZATIONAL BEHAVIOUR

Answer all questions.

Time: Three Hours

01. Read the case given below and answer the questions below it.

Ramesh leaves the company

Good people –valuable employees- quit their jobs every day. Usually, they leave for better positions elsewhere. Take Ramesh, an experienced employee in a reputed insurance company, who scribbled the following remarks on his exit interview questionnaire.

“This job isn’t right for me. I like to have more input on decisions that affect me – more of a chance to show what I can do. I don’t get enough feedback to tell if I’m doing a good job or not, and the company keeps people in the dark about where it’s headed”. In answer to the question about whether the company could have done anything to keep him, Ramesh replied simply, “probably not.”

Ramesh thinks why do so many promising employees leave their jobs? And why do many others stay on but perform at minimal levels for lack of better alternatives? Because it’s so common in so many organizations- a system wide failure to keep good people.

Ramesh doubts that his company will ever change, but other organizations are taking positive steps to focus on and enhance employee retention. As a result, they’re reducing turnover, improving quality, increasing productivity, and protecting their training investments.

- (a) Why Ramesh takes decision to leave the company? **(06 Marks)**
- (b) What lesson can this company learn from the case of Ramesh? What can and should it do? **(06Marks)**
- (c) Assuming that you are a manager of this company, how would you approach Mr. Ramesh to stay in the same organization? **(08 Marks)**
- [Total: 20 Marks]**

- 02.** (a) “Managers face challenges in introducing organizational behaviour concepts”. Explain what the challenges that the managers face today are. **(06 Marks)**
- (b) “An individual’s personality is determined by one’s heredity/genetics factors” Do you agree to this statement. Explain with suitable examples. **(10 Marks)**
- (c) Briefly explain the common perceptual errors. **(04 Marks)**
- [Total: 20 Marks]**

- 03.** “Positive attitude leads to better performance”
- (a) Describe the components of attitude. **(06 Marks)**
- (b) Explain the aspects of managerial skills improved by a positive attitude in an organization. **(07 Marks)**
- (c) Briefly explain the factors to be considered in evaluating one’s job satisfaction? **(07 Marks)**
- [Total: 20Marks]**

04. (a) "People join into group for many reasons" Explain why the individuals join into group and state the factors influencing in the group behaviour. (10Marks)

(b) "Higher group cohesiveness leads to higher productivity in an organization" Analyze this statement critically. (10Marks)

[Total: 20Marks]

05. (a) "Stress is inevitable to human beings" Analyze the causes and consequences for the stress of an individual in an organization and state the remedies to reduce the stress. (10 Marks)

(b) Critically analyze the relationship between conflict and organizational change. (10 Marks)

Total: 20 Marks]