

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF GRADUATE STUDIES

**Postgraduate Diploma in Labour Relations & Human
Resource Management, December, 2018 (Repeat)**

**PgD.LRHRM – 503 Organizational Behavior
Three (03) Hours**

Answer Four (04) questions only

1. 'The external environment is known to have a considerable effect on a person's behaviour as response to a particular stimuli in the external environment. Explain how the environmental factors could influence on human behavior?
(25 Marks)

2. i. Describe the equity theory and explain how this theory can be used as an inducement for work motivation?
(15 Marks)
ii. Identify and explain the factors which influence on employees' job satisfaction
(10 Marks)
(Total 25 Marks)

3. i. Describe the major influences on the perception process. (10 marks)
ii. What is the relationship between perception and attribution? Identify and explain the three major factors that contribute towards the validity of Attribution theory.
(15 marks)
(Total 25 Marks)

4. i. Differentiate introvert personality Vs extrovert personality. (05 marks)
ii. Explain with suitable examples the primary characteristics of type 'A' personality.
(05 marks)

iii. According to Psychoanalytic Theory (Sigmund Freud's Theory), the personality structure is primarily founded on unconscious framework and that human behavior and motivation is the outcome of such conflicting psychoanalytic concepts as the 'id', the 'ego', the 'supper ego'. Explain with examples the concepts of these three ego status of human behavior.
(15 marks)
(Total 25 Marks)

5. i. Differentiate between formal groups and informal groups . Are the informal groups in any way in conflict with the formal groups? If so give reasons for your judgement. (10 Marks)
ii. Explain briefly and compare the group decision making techniques which were discussed in the class room.
(15 Marks)
(Total 25 Marks)