

**UNIVERSITY OF COLOMBO, SRI LANKA****FACULTY OF GRADUATE STUDIES****Postgraduate Diploma in Labour Relations & Human Resource  
Management, 2020 -Online Open Book Examinations****PG Dip (LRHRmgt) – 5105 Organizational Behavior****9.00 AM to 2.00 PM****Answer Four (04) questions only.**

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1. “Human behavior is primarily a combination of responses to external and internal stimuli”. Briefly analyze the causes of human behavior in terms of inherited and learned characteristics with example.

**(25 marks)**

2. i. Briefly describe the motivational process.

**(05 Marks)**

- ii. Herzberg disagrees with Maslow to the extent that while Maslow believes that the first three level needs, such as physiological, safety, and social needs are motivators. Herzberg believes these to be hygiene factors and not motivators. Which view do you agree with? Briefly explain.

**(10 Marks)**

- ii. The researcher, Albert Bandura, who developed self-efficacy theory, argues that there are four ways self-efficacy can be increased. Identify these four ways and explain briefly indicating suitable examples.

**(10 Marks)****(Total 25 marks)**

3. i. Define personality and what are the specific traits that constitute the concept of personality?  
(06 Marks)
- ii. Explain why managers should understand the knowledge of an individual's personality in an organization.  
(10 Marks)
- iii. Explain briefly the psychoanalytic (Sigmund Freud's Theory) concepts of the Id, Ego, and Super Ego with suitable example.  
(09 Marks)
- (Total 25 marks)**
4. i. Perception as a reflection of the characteristics of the perceiver, characteristics of the perceived object, and characteristics of the situation. Explain briefly how each of these characteristics affects or contributes towards the formation of perception.  
(09 Marks)
- ii. Describe briefly the nature of the attribution theory and explain how it is related to perception.  
(08 Marks)
- iii. Briefly describe the frequently observed errors (perception problems) in Judging Others.  
(08 Marks)
- (Total 25 marks)**
5. i. Define the concept of learning and how it is in practice briefly..  
(05 Marks)
- ii. Explain with examples the **four** basic reinforcements strategies for the behavioral modifications.  
(08 Marks)
- ii. Explain briefly the schedules of reinforcement. In your judgment, which one of those schedules are more suitable for continuous desirable behavior? Justify your assertions.  
(12 Marks)
- (Total 25 marks)**

6. i. Define conflict and differentiate Traditional View of Conflict, and Current View of Conflict.

(06 Marks)

- ii. Identify the two types of individual level conflicts and explain each of them in brief.

(10 Marks)

- iii. Recognize the various causes of conflict and briefly describe how these conflicts can be prevented.

(09 Marks)

**(Total 25 marks)**

7. Select any **Five (5)** of the following short questions:

- i. Describe the Characteristics of a Spiritual Organization.
- ii. Differentiate type 'A' personality and type 'B' personality.
- iii. State the variables of group structure that shape the group member behavior.
- iv. Briefly explain the meaning of psychological contract.
- v. Define attitude and what are the three components of attitudes?
- vi. State different mechanism of Attitude Change.
- vii. Implications of Hawthorne Studies.
- viii. State the factors influence on job satisfaction

**(5X5= 25 Marks)**

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