University of Colombo, Sri Lanka

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08 APR 2024

University of Colombo School of Computing

BACHELOR OF SCIENCE IN INFORMATION SYSTEMS

First Year Examination - Semester II - UCSC AY20 [held in March/ April 2024]

IS 1113 - Organizational Behaviour

(Two (2) Hours)

Answer ALL questions

Number of Pages = 11   Number of Questions = 4

Important Instructions to candidates:

I. Students should answer in the medium of English language only using the space provided in this question paper.

II. Note that questions appear on both sides of the paper. If a page or a part of this question paper is not printed, please inform the supervisor immediately.

III. Write your index number CLEARLY on each and every page of this Question paper.

IV. This paper consists of 4 questions in 11 pages (including the Cover Page).

V. Answer **ALL** questions.

VI. Calculators and any electronic device capable of storing and retrieving text including electronic dictionaries, smart watches and mobile phones are not allowed.

VII. Do not tear off any part of this answer book. Under no circumstances may this book, used or unused, be removed from the Examination Hall by a candidate

Question 1

(a) "Work Teams and Work Groups are common concepts in modern-day work". List down the differences between Work Teams and Work Groups.

[4 marks]

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(b) "There is a high possibility that you will work in a group or a team environment in your professional career. The Information Technology Industry has a Team concept when it comes to the way they work. Some of these teams are global & matrix teams. It's important to understand how teams are formed and how they reach optimal performance levels". Explain the stages of the Five-Stage Group Development Model.

[15 marks]

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(c) "Organizations and Work Teams are associated with the concept of Leadership". Briefly describe **two (2)** different Leadership types that are visible among different Leaders in today's corporate environments.

[6 marks]

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Question 2

(a) "One element of defining a complete person is "Personality". In most cases, IT companies carry out personality assessments before they recruit candidates for leadership positions". Assume that you are a Business Analyst in an organization and your organization wants you to design a Personality Assessment tool with a team of software engineers.

Take any personality assessment model (Big Five or Myers Briggs models) and list down two (2) major personality elements based on the personality model you selected. Using the above chosen personality elements describe the functional design of the personality assessment tool (steps that you follow to build the assessment tool) that you are expected to design and develop.

[15 marks]

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(b) "Shortcuts or Perceptual Errors are very common in our day-to-day work. People do take shortcuts in perception and reach erroneous conclusions about persons and situations. These shortcuts or errors are very common in organizational context, especially in Job Interviews and Performance assessments, etc.". Explain **two (2)** of these perception shortcuts or errors with suitable examples of situations.

[10 marks]

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Question 3

(a) "Emotional Intelligence (EI) is increasingly becoming important in workplaces. Recruiters and Senior Leaders consider EI during the hiring and promotion processes. Further, EI has become more important during teamwork and customer interactions as well."

Take the core concept or the model of Emotional Intelligence and explain how it's important to you in a work setting.

[15 marks]

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(b) "Communication plays a critical role in today's business environment. Poor communication is seen as a negative attribute in business work setup and employees." Briefly explain **five (5)** barriers that impact effective communication with suitable organizational examples.

[10 marks]

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Question 4

(a) "Leaders or Managers need to understand what causes their employee behaviors. When Leaders or Managers observe the behaviors of others, they attempt to determine whether it is internally or externally caused. This applies to peers in team working environments as well".

Take Attribution Theory as a model and explain how the model helps us to make the connection between external or internal driven factors and better understand other people's behaviors.

[15 marks]

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(b) "Herzberg's Two-Factor Theory is a practically applicable motivation theory in today's work context". Explain how it's applicable in the current employment context considering the practical aspect of employee motivation.

[10 marks]

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