

Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Events

Management

THIRD YEAR FIRST SEMESTER EXAMINATION – JULY/AUGUST 2016

EMG 371-2 Management of Change in Organization



**Uva Wellassa
University**



Part - B Essay Questions

Answer only three (03) questions including question number 01.

Marks Allocated: 70 Marks

01. Assume that you are a Managing Director of GK Hotels (Pvt.) Limited. Your organization is recently facing huge employees' related issues. Hence, to deal with these issues you have hired one of the external consultants. After the investigation, he has found that the employees of your company have seriously affected by the higher level of stress.

You are required to;

- i. Discuss the potential sources of stress that can be identified in this organization.
(10 Marks)
 - ii. As the Managing Director of GK Hotels (Pvt.) Limited. What are the actions you will take to solve above mentioned issue?
(10 Marks)
 - iii. "The level of the stress can be varied according to the individual differences of the employees". To which extent do you agree with this statement? Justify your answer.
(10 Marks)
- (Total Marks 30)**

02.

- i. Critically evaluate how job satisfaction and organizational commitment help to achieve superior business performance.
(10 Marks)
 - ii. Explain the need of socialization process for an organization with relevant examples.
(10 Marks)
- (Total Marks 20)**

03.

Briefly explain "Self-Esteem".

(02 Marks)

Explain the attribution mistakes that can be made by individuals when they try to find the cause of actions for others or their own behaviour.

(08 Marks)

Discuss the internal and external factors that can influence on individual perceptual selectivity with relevant examples.

(10 Marks)

(Total Marks 20)

04.

Explain the term "Motivation".

(02 Marks)

Explain the Vroom's expectancy theory of motivation with relevant examples.

(08 Marks)

According to Robbins, Organizational Behaviour is a field of study that provides managers with information on how to improve organizational efficiency.

Discuss the critical issues confronting managers in organization for which Organizational Behaviour offers some solutions or meaningful insights to their management.

(10 Marks)

(Total Marks 20)

