

D 404 ✓

M.B.A. DEGREE EXAMINATION, APRIL/MAY 2003.

First Semester

BA 103 — ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Give any four reasons for the study of organisational behaviour. — 1
2. Identify the influences in the study of organisational behaviour. — 1
3. Distinguish between type A and type B personalities. — 2
4. What is organizational behaviour modification? — 2
5. What is 'norming'? — 3
6. What is 'brain storming'? — 3
7. What are the characteristics that distinguish a leader from a manager? — 2
8. Explain any four common sources of power. — 4
9. Distinguish between a group and a team. — 3
10. What are the factors influencing organizational climate? — 5

PART B — (5 × 16 = 80 marks)

11. Kesav Chand, a young man of thirty years, has been working for the past five years for Zenith Trends a small software company. He knows that the company's business is down but it is a matter of time before it picks up steam. He likes the company's pay and benefits. The work climate too is good. Yet of late, he has observed the company tracking his usage of the internet. He believes the company should not be doing so. Kesav feels it will not be long before the company starts prying into other activities of the employee. He loves his freedom so much that he does not think he can continue here any longer. He wishes to submit his resignation soon.

- (i) Is the company ethically right? Substantiate.
 - (ii) Should Kesav really get bothered about the Company's action?
 - (iii) What evaluations should Kesav make before he really resigns?
 - (iv) Explain how the company can reduce resistance to the change it has brought about.
12. (a) Explain the nature and scope of organizational behaviour with suitable examples. Substantiate some of the recent changes that have influenced the study of organisational behaviour. ~ 1

Or

- (b) What are the factors influencing perception? Explain the practical uses of perception. Use suitable work life examples to substantiate your answer. ~ 2
13. (a) Explain the process of organisational behaviour modification. Why is learning integral to organisational behaviour modification? ~ 2

Or

- (b) Explain Herzberg's theory of motivation. Identify suitable work life examples and substantiate how they explain this theory. ~ 2
14. (a) What are the common organization structures? Explain each briefly. What are the problems likely to occur when there is a transition from a tall to a flat structure?

3 Or

- (b) Explain Blake and Mouton's managerial grid. What is the relevance of the theory in today's organizational context? ~ 2
15. (a) What is organizational politics? What impact does it have on organizational climate? ~ 4

Or

- (b) What factors influence job satisfaction? How does it affect organizational effectiveness? ~ 5

