

Reg. No. :

Question Paper Code : 76504

M.B.A. DEGREE EXAMINATION, APRIL/MAY 2011

First Semester

BA 9204 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions

PART A — (10 × 2 = 20 marks)

1. Briefly explain the three roles played by a manager.
2. Discuss the skills to be possessed by a manager.
3. Explain the meaning of the term 'personality'.
4. What do you mean by process of socialization?
5. Why do people form into groups?
6. List out the advantages and disadvantages of Diversity in Teams.
7. Present the important traits of the effective leaders.
8. Distinguish between power and Authority.
9. What is a learning organization?
10. Define the term organization development.

PART B — (5 × 16 = 80 marks)

11. (a) Explain the different frame works of human behaviour relevant to organizational behaviour.
- Or
- (b) Discuss the challenges and opportunities for Organizational Behaviour.
12. (a) Write about the process theories of work motivation.
- Or
- (b) What do you mean by impression Management and what are the important techniques of impression management? Explain.
13. (a) Explain the common principles of successful groups. Also reason out the emergence of informal leaders.
- Or
- (b) Identify the differences between the work groups and the work teams. What are the steps to be taken for building teams?
14. (a) Explain different theories of leadership.
- Or
- (b) Discuss the different bases of power. How do you manage power conflict?
15. (a) How does one overcome the resistance to change? Explain.
- Or
- (b) Explain various steps in the organization development process.
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