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Question Paper Code : 63144

M.B.A. DEGREE EXAMINATION, APRIL/MAY 2017.

First Semester

BA 7105 – ORGANIZATIONAL BEHAVIOUR

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are key elements of organizational behaviour?
2. Mention any two challenges faced by management in the context of Organisational Behaviour.
3. What is emotional intelligence?
4. What is perception?
5. What is Group Cohesion?
6. What is meant by team?
7. Write about the transactional leadership style?
8. What are the sources of power?
9. Give the major external reasons for change in organisations.
10. What is Organisational effectiveness?

PART B — (5 × 13 = 65 marks)

11. (a) Describe the nature of organizational behaviour.

Or

- (b) Explain the different models of Organisational behaviour.

12. (a) Explain the major factors affecting the learning process.

Or

(b) Explain Maslow's Need Hierarchy theory of motivation.

13. (a) Describe any two theories of group formation.

Or

(b) Describe the stages of group development.

14. (a) Explain the 'Managerial Grid' developed by Blake and Mouton.

Or

(b) What are the different reasons for organisational politics? Explain.

15. (a) Describe the process of creation of organisational culture.

Or

(b) Describe the major characteristics of Organisational Development.

PART C — (1 × 15 = 15 marks)

16. (a) Analyse the following case and answer the questions given at the end of the case:

In the headquarters of an organisation, the guidelines for policy makers' who communicate to the implementation level were missing. Some experienced personnel were commissioned to build up a force to help the organisation.

The approach was you are all experienced and you know the work-you should do it.'

After four months, there was no progress. These seasoned persons were shifted and comparatively 'new blood' was infused. They were being treated as well experienced and that very little guidance was needed and hence no guidance was provided initially. Later they were given simple guidance. However a lot of concern was shown to them. One newly married lady was given a vacation initially, another short off when required. On her return, concern was expressed about their welfare and family. No questions were asked about the assignment. At the end of two months, these new blood came up with the completed work, asking for further guidance, instructions.

Questions:

- (i) Analyse each group's behaviour.
- (ii) Why and how was the last group able to produce the result?

Or

- (b) In a sugarcane factory there are around 15 unions. One of the major union leader happened to a crane operator. He never works. He makes his followers to work. He sleeps in the crane. This was his practice for more than 12 years. A new M.D. came and he wanted to make the mill a profit making unit. Many workers work hardly for two to three hours a day. They even go out of the mill during working hours. How can he take slips to brings things right?
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