

**Z 4504**

M.B.A. DEGREE EXAMINATION, JANUARY 2007.

First Semester

BA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are rational and emotional behaviour models? — 1
2. What is Personality? — 2
3. What is Halo effect? — 2
4. What is vicarious learning? — 2
5. Define Maslow's need hierarchy theory. — 2
6. What is Delphi technique? — 3
7. What is referent power? — 4
8. What is grapevine communication? — 3
9. What is culture shock? — 5
10. What is Organisational Development (OD)? — 5

PART B — (5 × 16 = 80 marks)

11. (a) What are the methods to deal with resistance to change? — 5
- Or
- (b) What are the political strategies which can be opted by individuals and subunits who want to exhibit political behaviour? — 4

12. (a) Describe some dimensions of organisation culture. -5

Or

(b) Describe the characteristics of the OD approach to manage of change. -5

13. (a) Describe the internal contingency factors and external contingency factors which have their impact on organisal design. -5

Or

(b) What is transaction analysis? Describe its advantages and limitations. - 1/2

14. (a) What are the factors influencing organisational communication? - 5

Or

(b) Describe the trait theory of leadership. - 4

15. (a) How do groups make decisions? What are the advantages and disadvantages of group decision making? - 3

Or

(b) What are the factors influencing perception? How the perception process is managed? - 2

