

Question Paper Code : 91104

M.B.A. DEGREE EXAMINATION, JANUARY 2012.

First Semester

BA 9204 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List any three contributing disciplines to the field of Organizational Behaviour. — Unit I
2. Define Personality. — Unit II
3. What is learning? Unit II
4. List the components of Attitude. — Unit II
5. What is self-efficacy? — Unit II
6. What is cohesiveness? — Unit II
7. Differentiate between formal and informal groups. — Unit II
8. List the bases of personal power. Unit II
9. What is organizational culture? Unit II
10. What are the three steps in Lewin's model for change? Unit II

PART B — (5 × 16 = 80 marks)

11. (a) Explain any one model of organizational Behaviour. What independent and dependent variables are identified for construction of an Organizational Behaviour model? Unit II

Or

- (b) Explain the nature and importance of organizational Behaviour. Unit II

12. (a) Discuss cognitive dissonance theory. How do individuals seek consistency among their attitudes, and between their attitudes and their behavior? unit II

Or

- (b) Explain in detail the five general personality traits of the "Big Five" model. unit II
13. (a) Explain Maslow's Hierarchy of Need Theory and Herzberg's Two-Factor Theory of Motivation. unit II
- Or
- (b) Discuss in detail the strengths and weaknesses of group decision making. unit III
14. (a) Explain the components of Blake and Mouton's managerial grid and state the principles of Hersey and Blanchard's situational leadership theory. - unit IV

Or

- (b) What power tactics can employees use to translate their power bases into specific actions and how does each one work? Discuss. unit IV
15. (a) What is stress? Explain the various types of stress. Describe the potential sources of stress. unit V

Or

- (b) What can management do to create a more ethical culture within an organization? unit V

