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**Question Paper Code : 60304**

M.B.A. DEGREE EXAMINATION, JANUARY 2013.

First Semester

BA 9204/10488 MB 105/UBA 9104/BA 914/571104 — ORGANIZATIONAL  
BEHAVIOUR

(Regulation 2009/2010)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is the need for studying the organizational behaviour?
2. Define organization.
3. What is learning?
4. Define value.
5. Suggest any four ways to maintain the group dynamics.
6. Mention any four reasons for conflict.
7. Distinguish leaders and managers.
8. Define power.
9. How to react for proactive change?
10. Define stress.

PART B — (5 × 16 = 80 marks)

11. (a) (i) Explain the nature and scope of organization behaviour. (8)  
(ii) Explain the role and skills set required for an organization manager. (8)

Or

- (b) Explain the organization behaviour models with its merits and demerits.

12. (a) (i) Explain the influencing factors and determinants of personality. (8)  
(ii) How a learning process impacts the behavioral modification of individual in the organization? (8)

Or

- (b) (i) Explain the theories of emotional intelligence in emotional management. (8)  
(ii) Discuss the motivation function and its effects in individual work behaviour. (8)
13. (a) (i) Describe the types of organization structure and the methods of designing organization.  
(ii) Explain the differences between formal and informal organizations.

Or

- (b) (i) Compare and contrast the functions of formal and informal organization. (8)  
(ii) Explain the methods of improving the efficiency of interpersonal and organizational communication. (8)
14. (a) Explain the types of leadership styles and the leadership theories.

Or

- (b) "Power and Politics are inevitable components in any organization, if it is not handled properly it will deteriorate the efficiency of organization"—Discuss.
15. (a) (i) Explain the role of organization culture and climate in organizational performance. (10)  
(ii) How the organizations can plan for change management? (6)

Or

- (b) (i) Discuss the causes of occupational stress and techniques to manage the stress. (10)  
(ii) Write short note on organizational development. (6)