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Question Paper Code : 47041

M.B.A. DEGREE EXAMINATION, JANUARY 2018

First Semester

BA 5105 – ORGANIZATIONAL BEHAVIOUR

(Regulations 2017)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. What is Organizational Behaviour ?
2. List out the challenges and opportunities of Organizational Behaviour.
3. Define : Emotional Intelligence.
4. What are the importances of perception ?
5. Define : Group Dynamics.
6. Recall the difference between team and group.
7. What is a power center ?
8. List out the importance of leadership.
9. Define : Resist to change.
10. What are the objectives of Organizational Development ?



PART – B

(5×13=65 Marks)

11. a) Discuss the nature and scope of organizational behaviour in the field of management with suitable examples from Indian IT Industry.

(OR)

- b) Describe the organizational behaviour models by quoting examples from Indian Banking industry.

12. a) Briefly evaluate the contributions of trait theories of personality to the study of organizational behaviour.

(OR)

- b) Define : Attitude. What are the components of attitude ? How does the attitude determine the individual behaviour ? Explain with suitable examples from branded restaurants.

13. a) Describe the types of groups in an organization and the various group decision making techniques with suit.

(OR)

- b) Briefly explain the process and importance of communication with suitable examples from Indian education systems.

14. a) Define : Leadership. Briefly explain the different theories of leadership with suitable examples from Indian politics.

(OR)

- b) What are the sources of power ? Explain how the power and politics contribute towards effective management of human resources in a democracy country like India.

15. a) Define : Organizational Climate. Briefly explain the factors affecting organizational climate with suitable examples.

(OR)

- b) Define : Organizational Effectiveness. Explain the challenges and objectives of organizational effectiveness with valid arguments.



PART – C

(1×15=15 Marks)

16. Analysis the case and answer the questions given at the end of the case study.

- a) Sathish has been a clerk in a business firm for over a decade. He feels that he has been doing his job efficiently. However, the promotion to a supervisory position, which he has been expecting, has never materialized. He feels sad about it, and a little angry with his manager, Rao, who is responsible for promotions.

Sathish feels that a deserving promotion has been denied to him and he attributes it to the fact that Rao belongs to a community different from his. This feeling has gone to such an extent that Sathish has become somewhat negligent in his work. He keeps a book of poems which he quietly reads in the office in moments of dullness. He has even begun to write poems a practice of his college days and now he does so even in his office occasionally and delights in it. He even thinks of giving up his clerical job and imagines himself sitting on the chair of the sub-editor of a magazine which has published two of his poems under “Kavithaigal Kalam” (Nick Name).

- i) Analyze the feelings and behaviour of Sathish in light of your knowledge of personality, perception and attitudes.
ii) What do you feel about the attitude of Rao ?

(OR)

- b) Discuss the contribution of organisation behaviour in managing employees in a Business firm.
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