

Y 7043 ✓

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2005.

First Semester

BA 103 — ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define the term organizational behaviour. — 1
2. Explain the characteristics of attitude. — 2
3. What is Power? — 4
4. Importance of perception — Discuss — 2
5. Explain communication. — 3
6. Discuss the various techniques of control. — 3
7. Why people resist your change? — 5
8. How team building helps in organizational development? — 5
9. Discuss the organisational politics. — 4
10. Define motivation. — 2

PART B — (5 × 16 = 80 marks)

11. Explain diversity in human resources. Discuss its effects on human behaviour. (16)
12. (a) What is a Group? Differentiate formal groups and informal groups. (16)

Or

- (b) What is group dynamics? What are the factors that contribute to group cohesiveness? (16)

13. (a) Classify leadership styles based on utilization of power. - 4 (16)

Or

(b) What is power? How do you measure power? - 4 (16)

14. (a) Explain important elements of organisational behaviour. - 1 (16)

Or

(b) Explain the salient features of behavioural approach. - 1 (16)

15. (a) What is perception process? Explain the various elements of it. - 2 (16)

Or

(b) Highlight the techniques and methods of planned change and role of change agent. (16)

