

Reg. No. :

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Z 4504

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2008.

First Semester

BA 1604 – ORGANISATIONAL BEHAVIOUR

(Regulations 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define OB. - 1
2. Give the systems model of organisational behaviour. - 2
3. State the characteristics of Type A personality. - 2
4. Mention the schedules of Reinforcement. - 2
5. What are formal groups? - 3
6. What are the three aspects of conflict? - 3
7. Mention the different bases of power. - 4
8. What does Coordinates (5,5) mean in the managerial grid? - 1
9. What are the three phases of change process? - 5
10. Define organisational culture. - 5

PART B — (5 × 16 = 80 marks)

11. (a) Explain the managerial roles. $\sim 1A$

Or

(b) Discuss the environmental forces that affect an organisations. $\sim 1A$

12. (a) Explain the content theories of motivation. - 2

Or

(b) State the factors relating to job satisfaction. - 5

13. (a) Discuss the symptoms of Group think. - 3

Or

(b) Give some guidelines for effective communication. - 3

14. (a) Explain different leadership styles. - 4

Or

(b) Give factors that influence organisational politics - 4

15. (a) State the characteristics of successful change agents. - 5

Or

(b) Explain organisation climate. ~ 5

