

Q 6504

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2006.

First Semester

BA 1604 — ORGANISATIONAL BEHAVIOUR

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is contingency approach to the study of OB? — 1
2. What is Total Quality Management? N/A
3. What is Theory X and Theory Y model? — 2
4. What is operant conditioning? — 2
5. What is cognitive dissonance? — 2
6. Define Motivation — Hygiene theory. — 2
7. What do you mean by group norms? — 3
8. What is Free-rein leadership? — 4
9. What are the psychological and emotional factors which bring resistance to change? — 5
10. What is MBO? — 5

PART B — (5 × 16 = 80 marks)

11. Discuss how power bases are acquired? — 4
12. (a) What are the barriers to effective communications? — 3

Or

- (b) Describe the impact of culture on organisation's effectiveness. — 5

13. (a) Differentiate between formal and informal organisations. — 3

Or

(b) Critically examine the situational leadership theory. — 4

14. (a) Define group cohesiveness. What are the sources of cohesiveness — 3

Or

(b) What is the ERG theory of motivation? Discuss its merits and limitations. — 2

15. (a) What are the four ways the attitudes help us respond to the incidents or objects in a meaningful way? Explain. — 2

Or

(b) What are the four basic forms of reinforcement in organisations? — 3

