

11/7/16

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Question Paper Code : 40334

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2016

First Semester

BA 7105 – ORGANIZATIONAL BEHAVIOUR

(Regulations 2013)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions.

PART – A (10 × 2 = 20 Marks)

1. Define Organisational behaviour.
2. Mention the nature of Organisational Behaviour.
3. What does the Classical Conditioning theory of learning propose ?
4. What is Emotional Intelligence ?
5. What are the needs for formal organisation structure ?
6. What are the roles played by team members ?
7. What is transactional leadership style ?
8. What are the reasons for organisational politics ?
9. Mention any four characteristics of organisational culture.
10. What is Organisational Development ?

PART – B (5 × 13 = 65 Marks)

11. (a) Describe the major challenges faced by management in the field of OB.

OR

- (b) What are the different models of Organisational behaviour ? Explain.

12. (a) Explain the important determinants of personality.

OR

- (b) Describe the needs isolated by McClelland. How are they related to work behaviour ?

13. (a) Describe important features of a good organisation structure.

OR

- (b) What are the different stages of group development ? Explain.

14. (a) What are the different styles of leadership ? Explain with examples.

OR

- (b) Explain the different types of power and sources of power.

15. (a) Describe the various causes of stress and how will you manage stress.

OR

- (b) Explain in detail any two OD interventions.

PART – C (1 × 15 = 15 Marks)

16. (a) “Behavioural science is assuming an ever- increasing role in management”. Explain the new compulsion for this, from the view points of work force, customers and organizations.

OR

- (b) Analyse the following case and answer the questions given at the end of the case :

Ram 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, Krishnan, who is responsible for promotions.

Ram feels that a deserving promotion has been denied to him and he attributes it to the fact that Krishnan belongs to a community different from his. This feeling has gone to such an extent that Ram 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 a pseudonym (nick name).

- (i) Analyse the feelings and behaviour of Ram in light of your knowledge of personality, perception and attitudes.
- (ii) What do you feel about the attitude of Krishnan ?