

C 004

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2002.

First Semester

BA 103 — ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is organisational behaviour? — 1
2. Explain the concept of interpersonal roles. — 2
3. Explain classical conditioning. — 2
4. What is organisational commitment? — 2
5. Explain McClelland's theory of motivation. — 2
6. Define group cohesiveness. — 3
7. What is non-verbal communication? — 3
8. What are the characteristics of a good learner? — 2
9. What is organisational effectiveness? — 5
10. How would you measure job satisfaction? — 5

PART B — (5 × 16 = 80 marks)

11. Hariharan is a clerk in a government educational institution. His main work is to receive inward letters and pass it on to actual recipients. He also has to ensure the timely despatch of letters. He needs to do both after making necessary entries in an appropriate register. For the past four years he has been with the botany department, there have been a spate of complaints against his indifference to the work. However, no official action was initiated against him. There appears to be no sign of him improving on his own accord.

One particular teacher even attempted to speak to him to change his style of work. Hariharan, appeared to be aloof, and did not seem to even barely listen. Shocked, the teacher withdrew hesitantly. Other teachers too would like something to be done about Hariharan's behaviour as their work is affected by it.

- (i) What functions does the communication process perform in an organization?
- (ii) What methods could be used by the teachers to get their message through?
- (iii) Evaluate the communication process in the botany department. How could it be improved?
- (iv) Is Hariharan a poor listener? Substantiate on the basis of your understanding of poor listeners.
12. (a) What is reinforcement? Explain how reinforcement can be used in behaviour modification. — 2
Or
- (b) Why is learning important? Identify and explain any five practical applications of the theory in organisations. — 2
13. (a) Explain the techniques used in group decision making. How do groups affect performance and satisfaction? — 3
Or
- (b) Distinguish between intrinsic and extrinsic motivation. Identify any six motivational tools and explain their use in organisations. — 2
14. (a) Explain trait theories, 'It is followers not traits that make Leaders' — substantiate. — 4
Or
- (b) What are the changes that affect an organisation? How is resistance to change reduced? — 5
15. (a) How do biographical characteristics affect individual behaviour? What is the role of ability in the study of organisational behaviour? — 2
Or
- (b) Explain the different types of teams. With suitable examples substantiate how you would create an effective team. — 3

