

**P 256**

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2003.

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. What are the major dependent variables studied in O.B.? — 1
3. What is type A personality? — 2
4. Explain Classical Conditioning. — 2
5. Explain the stages in group formation. — 3
6. What are the functions of communication? — 3
7. What is trait theory of leadership? — 4
8. What are the different types of rewards? — 4
9. Why do people resist change? — 5
10. Distinguish between effectiveness and efficiency. — 5

PART B — (5 × 16 = 80 marks)

11. Explain the communication process. What are the methods used in interpersonal communication? Explain the direction of communication with suitable examples. — 3 (16)
  12. (a) Explain how other disciplines contribute to the study of O.B. (16)
- Or
- (b) What are the challenges and opportunities for O.B.? (16)

13. (a) What are the methods used to shape behaviour? Explain the practical uses of learning theory. ↖ 2 (16)

Or

(b) What are the determinants of personality? Explain any two personality attributes influencing O.B. ↖ 2 (16)

14. (a) Explain the strengths and weaknesses of group decision making. What are the group decision making techniques in use? ↖ 3 (16)

Or

(b) What are the different organisation structures? What are the problems in moving from a tall structure to a flat one? ↖ 3 (16)

15. (a) How does an organisation overcome resistance to change? Explain the OD techniques used in change management. ↖ 5 (16)

Or

(b) What is power? What are the sources of power in organisations? Substantiate with suitable answers. ↖ 4 (16)

