

E 8043

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2005.

First Semester

BA 103 — ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the interpersonal roles of managers? — 2
2. What is organizational behaviour? — 1
3. Explain operant conditioning. — 2
4. What is locus of control? — 1
5. Explain 'Formal' and 'Informal' groups. — 3
6. What is lateral communication? — 3
7. What is trait theory of leadership? — 4
8. What are the bases of power? — 4
9. What are the forces of change? — 5
10. Explain Lewin's three step model of the change process. — 5

PART B — (5 × 16 = 80 marks)

11. (i) Explain the challenges and opportunities for organisational behaviour.
(ii) Substantiate each of these with appropriate examples from work life. (16)

12. (a) Critically examine the OB modification program. Explain four applications of learning theory. (16) 2

Or

(b) Examine any three types of attitudes. Explain cognitive dissonance theory. (16) 2

13. (a) Explain the key elements of organisational structure. What are the OB initiatives in each element? (16) 3

Or

(b) What are the work redesign options available to organisations? Explain the implications of each on group behaviour. (16) 3

14. (a) Explain the concept of transformational leadership. Examine the contemporary leadership roles. (16) 4

Or

(b) What factors influence political behaviour? How do employees respond to organisational politics? (16) 4

15. (a) How do employees learn the culture of the organisation? How can the management create an ethical culture? (16) 5

Or

(b) Why is there resistance to change? How can resistance to change be overcome? (16) 5

