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Question Paper Code : 44035

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2017

First Semester

BA7105 – ORGANIZATIONAL BEHAVIOUR

(Regulations 2013)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. Define Organizational behaviour.
2. What are the key elements of Organizational Behaviour ?
3. What is personality ?
4. What is meant by Emotional Intelligence ?
5. What are the characteristics of group ?
6. What are different kinds of formal group ?
7. When the autocratic style of leadership is suitable ?
8. What are the sources of power ?
9. What are external reasons for organisational change ?
10. What is eustress ?

PART – B

(5×13=65 Marks)

11. a) Describe the nature of Organisational Behaviour.
(OR)
b) Explain the different models of organisational behaviour.
12. a) What are the factors influencing personality ? Explain.
(OR)
b) Explain the Herzberg's theory on motivation.



13. a) Describe the stages of group development.

(OR)

b) Describe the factors influencing group cohesiveness.

14. a) Describe the Hersey-Blanchard Model of leadership style.

(OR)

b) Describe the major reasons for organizational politics.

15. a) Describe the various functions of organisational culture.

(OR)

b) Describe the various approaches to organisational effectiveness.

PART – C

(1×15=15 Marks)

16. a) Analyze 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).

A) Analyse the feelings and behaviour of Ram in light of your knowledge of personality, perception and attitudes.

B) What do you feel about the attitude of Krishnan ?

(OR)

b) In a company manufacturing pharma, Ram started his career as salesman in southern region. He is highly dedicated sincere employee. He prove himself in various positions such as sales officer, sales manager and marketing manager. Based on his performance he was elevated as regional manager. During



quarterly review, the head office found that in all the three divisions North, East and West the sales was increasing. But in south it was reducing, when regional manager called for explanation he wrote.

- 1) The salesman are not reporting to duty regularly.
 - 2) They are not providing daily sales record.
 - 3) They are not interested to be on time to work.
 - 4) They never hear whatever I say to increase sales which I was very much successful.
 - 5) They say they want to follow their approach.
So, the regional manager asked the head office to sort the issue.
 - a) Study the attitude of regional manager and salesmen.
 - b) What is your suggestion ?
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