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Question Paper Code : BS2004

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2017.

First Semester

DBA 1604 – ORGANIZATIONAL BEHAVIOUR

(Regulations 2007 / 2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is the need for studying Organisational Behaviour?
2. Mention the scope of Organisational Behaviour.
3. Define Attitude.
4. What is meant by Extinction?
5. What are the elements of communication process?
6. What is Project Organisation?
7. Mention any two leadership styles.
8. What is meant by Referent power?
9. Distinguish between reactive change and proactive change.
10. What is meant by Organisational Effectiveness?

PART B — (5 × 16 = 80 marks)

11. (a) Describe how Organisational Behaviour is an inter-disciplinary subject. Support your answer with suitable example.

Or

- (b) Explain any two models of Organisational Behaviour in detail.

12. (a) In what way do you find perception relevant to understand Organisational Behaviour?

Or

- (b) Compare Maslow's need hierarchy theory with Herzberg's two-factor theory of motivation.

13. (a) Describe the different stages of group development in detail.

Or

- (b) What steps can be taken to resolve conflict that is structural in nature?

14. (a) What do you understand by the Managerial Grid? Is it possible to achieve the coordinates (9,9) on this grid? Explain.

Or

- (b) Describe the major reasons for organizational politics.

15. (a) How does organisational climate differ from organisational culture? Describe the overt and covert factors that influence the quality and strength of organisational climate.

Or

- (b) Describe the various OD Interventions and explain as to how they improve the functionings of organisation.
