

**M.A. DEGREE EXAMINATION, APRIL 2019**  
**I Year I Semester**  
**Organisational Behaviour**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Organisational behaviour
2. Personality
3. Motivation
4. Group decision making
5. Conceptual skills
6. Leadership
7. Transactional Analysis
8. Attitude
9. Delphi technique
10. Sensitivity training
11. Organisational Conflict
12. Team building

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. What are the Objectives of Organisational Behaviour?
14. How does Transactional analysis help in improving interpersonal relations?
15. What are the major factors which shape the personality of an individual?
16. Explain the nature of motivation.
17. Discuss the factors which affect group performance.
18. What are the different bases of power?
19. Explain OD interventions.

**Section C** ( $3 \times 10 = 30$ ) Marks**PART - A - Case Study - Compulsory Question**

20. The HR manager of Prashant chemicals limited informed the middle managers through a circular that a group of consultants would be calling on them later this week to provide training on team building. The consultants would be emphasising on how to develop teamwork and to build inter group relationships throughout the company. The information also contained the approach to be adopted by the consultants and explained the five step process of team building - problem sensing, examining differences, giving and receiving feedback, developing interactive skills and follow up actions. The circular also included a note on the utility of team building in organisational effectiveness.

On receiving the circular, middle managers felt tense as they thought team building as an exercise involving a lot of hocus-pocus as they experienced in sensitivity training exercises in which participants used to attack each other and let out their One of the managers commented, now that we understand what is involved in team building, we can go ahead and conduct session ourselves. All we have to do is to choose a manager who is liked by everyone and put him in the role of change agent/consultant. After all, you really do not need high consultants to do this team Building stuff. You just have to have a good feel for human factor. The other managers generally agreed. However, the corporate personnel director turned down their suggestions and proceeded with his original programme of hiring consultants.

Questions:

1. Why did middle managers show resistance to team building approach of organisation development?
2. Do you think managers had accurate view of team building concept and role of external consultant in that?

**PART - B**

Answer any **TWO** questions

21. Explain cognitive learning theory.
22. Most People believe that biological factors are important in determining the personality of a person. Comment on this statement by taking various biological factors relevant for personality and their impact.
23. Explain Mc GREGORs Theory X and Theory Y.
24. Explain the causes for Organisational conflict.

**M.A. DEGREE EXAMINATION, APRIL 2019**  
**I Year I Semester**  
**Organisational Behaviour**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Organisational behaviour
2. Personality
3. Motivation
4. Group decision making
5. Conceptual skills
6. Leadership
7. Transactional Analysis
8. Attitude
9. Delphi technique
10. Sensitivity training
11. Organisational Conflict
12. Team building

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. What are the Objectives of Organisational Behaviour?
14. How does Transactional analysis help in improving interpersonal relations?
15. What are the major factors which shape the personality of an individual?
16. Explain the nature of motivation.
17. Discuss the factors which affect group performance.
18. What are the different bases of power?
19. Explain OD interventions.

**Section C** ( $3 \times 10 = 30$ ) Marks**PART - A - Case Study - Compulsory Question**

20. The HR manager of Prashant chemicals limited informed the middle managers through a circular that a group of consultants would be calling on them later this week to provide training on team building. The consultants would be emphasising on how to develop teamwork and to build inter group relationships throughout the company. The information also contained the approach to be adopted by the consultants and explained the five step process of team building - problem sensing, examining differences, giving and receiving feedback, developing interactive skills and follow up actions. The circular also included a note on the utility of team building in organisational effectiveness.

On receiving the circular, middle managers felt tense as they thought team building as an exercise involving a lot of hocus-pocus as they experienced in sensitivity training exercises in which participants used to attack each other and let out their One of the managers commented, now that we understand what is involved in team building, we can go ahead and conduct session ourselves. All we have to do is to choose a manager who is liked by everyone and put him in the role of change agent/consultant. After all, you really do not need high consultants to do this team Building stuff. You just have to have a good feel for human factor. The other managers generally agreed. However, the corporate personnel director turned down their suggestions and proceeded with his original programme of hiring consultants.

Questions:

1. Why did middle managers show resistance to team building approach of organisation development?
2. Do you think managers had accurate view of team building concept and role of external consultant in that?

**PART - B**

Answer any **TWO** questions

21. Explain cognitive learning theory.
22. Most People believe that biological factors are important in determining the personality of a person. Comment on this statement by taking various biological factors relevant for personality and their impact.
23. Explain Mc GREGORs Theory X and Theory Y.
24. Explain the causes for Organisational conflict.