

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. Define organisational behaviour.
2. Define Perception.
3. What is meant by job satisfaction?
4. State the meaning of motivation.
5. What is meant by job enlargement?
6. What is meant by Power?
7. Define Group.
8. Define Stress.
9. Define organizational change.
10. What are the different types of conflict?
11. What do you mean by negotiation?
12. What do you mean by role conflict?

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

Answer any **FIVE** questions

13. Explain the custodial model of organisational behaviour.
14. Explain the importance of perception.
15. State the assumptions of McGregor X theory.
16. Explain the theory of Behavioural theory of leadership.
17. Define Group. Explain the nature of group.
18. Explain the concept of organisational culture.
19. Explain the causes of organisational conflict.

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

20. Assume that you are the office manager of ABC Ltd. What practical action would you take to motivate the following subordinates?
1. A young commerce graduate who has been assistant with you for one year and he is applying for other jobs.
 2. A 45 year-old head clerk who is efficient and in good health but who is unlikely receive further promotion.

PART - B

Answer any **TWO** questions

21. Define personality. Explain the factors determining personality.
22. Explain the Maslow need theory of motivation.
23. Explain the different types of groups.
24. Discuss the causes and effects of stress in organisation.

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

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