

**M.A. DEGREE EXAMINATION, NOVEMBER 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. Learning
2. Hawthorne Effect.
3. Anthropology
4. Perception
5. Morale
6. Feed Back
7. Individual Decision.
8. Conflict
9. Organisational Commitment.
10. Emotional Stability
11. Power
12. Autocratic Leader

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

Answer any **FIVE** questions

13. Explain the nature of Organisational Behaviour as a field of study.
14. Discuss the major determinants of effective leadership.
15. Explain the nature and characteristics of leadership.
16. Enumerate the importance of motivation.
17. What are the ways to sustain organisational culture? Explain.
18. Highlight the features of formal organisation
19. How cultural differences affect organization?

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

20. Laura Prove spent 5 years on the road, earning reputation as an outstanding salesperson of Ramsey products before coming to company headquarters and working her way up through the sales division. She knows only enough about what she calls the 'guts' of Ramsey's electronic parts to get by, but she is very good at selling them and at motivating the people who work for her. Frank Barnwood, another candidate for the position of Vice President has been filling the Chief's ear with praise. Of the three candidates Billy Evans is the youngest and has the least experience at Ramsey. Like the Chief, he has an MBA from Harvard Business School and a very sharp mind for finances. The Chief has credited him turning the company's financial situation around, although others in the company believe Sander's products or Prove's selling ability really deserves the credit.

1. Whom do you think the Chief will pick as the new Vice President? Why?

**PART - B**

Answer any **TWO** questions

21. Describe the factors influencing Perception
22. Explain Herzberg's Theory of Motivation
23. Discuss the sources of conflict in organizations.
24. Enumerate the guidelines for effective communication.

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