

Z 4504

M.B.A. DEGREE EXAMINATION, JANUARY 2007.

First Semester

BA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are rational and emotional behaviour models?
2. What is Personality?
3. What is Halo effect?
4. What is vicarious learning?
5. Define Maslow's need hierarchy theory.
6. What is Delphi technique?
7. What is referent power?
8. What is grapevine communication?
9. What is culture shock?
10. What is Organisational Development (OD)?

PART B — (5 × 16 = 80 marks)

11. (a) What are the methods to deal with resistance to change?

Or

- (b) What are the political strategies which can be opted by individuals and subunits who want to exhibit political behaviour?

12. (a) Describe some dimensions of organisation culture.

Or

(b) Describe the characteristics of the OD approach to manage of change.

13. (a) Describe the internal contingency factors and external contingency factors which have their impact on organisal design.

Or

(b) What is transaction analysis? Describe its advantages and limitations.

14. (a) What are the factors influencing organisational communication?

Or

(b) Describe the trait theory of leadership.

15. (a) How do groups make decisions? What are the advantages and disadvantages of group decision making?

Or

(b) What are the factors influencing perception? How the perception process is managed?