

Q 6504

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2006.

First Semester

BA 1604 — ORGANISATIONAL BEHAVIOUR

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is contingency approach to the study of OB?
2. What is Total Quality Management?
3. What is Theory X and Theory Y model?
4. What is operant conditioning?
5. What is cognitive dissonance?
6. Define Motivation – Hygiene theory.
7. What do you mean by group norms?
8. What is Free-rein leadership?
9. What are the psychological and emotional factors which bring resistance to change?
10. What is MBO?

PART B — (5 × 16 = 80 marks)

11. Discuss how power bases are acquired?
12. (a) What are the barriers to effective communications?

Or

- (b) Describe the impact of culture on organisation's effectiveness.

13. (a) Differentiate between formal and informal organisations.

Or

(b) Critically examine the situational leadership theory.

14. (a) Define group cohesiveness. What are the sources of cohesiveness?

Or

(b) What is the ERG theory of motivation? Discuss its merits and limitations.

15. (a) What are the four ways the attitudes help us respond to the individuals or objects in a meaningful way? Explain.

Or

(b) What are the four basic forms of reinforcement in organisations? Explain.
