

Reg. No. :

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Z 4504

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2008.

First Semester

BA 1604 – ORGANISATIONAL BEHAVIOUR

(Regulations 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define OB.
2. Give the systems model of organisational behaviour.
3. State the characteristics of Type A personality.
4. Mention the schedules of Reinforcement.
5. What are formal groups?
6. What are the three aspects of conflict?
7. Mention the different bases of power.
8. What does Coordinates (5,5) mean in the managerial grid?
9. What are the three phases of change process?
10. Define organisational culture.

PART B — (5 × 16 = 80 marks)

11. (a) Explain the managerial roles.

Or

(b) Discuss the environmental forces that affect an organisations.

12. (a) Explain the content theories of motivation.

Or

(b) State the factors relating to job satisfaction.

13. (a) Discuss the symptoms of Group think.

Or

(b) Give some guidelines for effective communication.

14. (a) Explain different leadership styles.

Or

(b) Give factors that influence organisational politics

15. (a) State the characteristics of successful change agents.

Or

(b) Explain organisation climate.
