

Total No. of Pages:

Register Number:

6710

Name of the Candidate:

M.B.A. (CORPORATE MANAGEMENT) DEGREE
EXAMINATION - 2011
(FIRST YEAR)
(PAPER – IV)

140. LEADING TERMS AND ORGANIZATIONS

December)

Maximum: 75 Marks

(Time: 3 Hours

SECTION - A

Answer any FIVE questions.

(5 × 3 = 15)

1. Define OB.
2. Write a short note on autocratic model of OB?
3. What is personality?
4. Explain impression management.
5. Define conflict.
6. What do you mean by Quality of Work life?
7. Who is a leader?
8. Define learning.

SECTION - B

Answer any THREE questions.

(3 × 10 = 30)

9. What is the need for studying OB?
10. How does personality relate to organisational behaviour?
11. What is meant by halo effect? How does it affect perception?
12. Why is organisational change often resisted by individuals and groups within organisation?
13. Enumerate the assumptions of McGregor's Theory X and Theory Y.

SECTION - C

Answer any ONE question.

(1 × 15 = 15)

14. What are the major dimensions of social learning theory?
15. Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation?
16. What do you understand by leadership style? Discuss the main styles of leadership?

SECTION - D

(Compulsory)

(1 × 15 = 15)

17. The Branch Manager of Indian Bank, Chennai has received a lot of complaints that especially officers leave their chair, apparently for some work, but do not return to their chairs for as long as 30 minutes. This causes great inconvenience to customers. In fact the business is gradually getting declined during recent months. The Branch Manager wants to change the present situation.

If you were the Manager of this bank, what plan of action you would develop to alter this situation?

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