

MAY 2014

**P/ID 77721/
MBN2G/MBS2G**

Time : Three hours

Maximum : 100 marks

SECTION A — (10 × 3 = 30 marks)

Answer any TEN questions.

Write short notes on the following.

1. Division of labour.
2. Learning.
3. Values.
4. Safety and security needs.
5. Financial motivators.
6. Formal groups.
7. Group behaviour.
8. Leadership.
9. Democratic leaders.
10. Sensitivity skills.
11. Resistances to change.
12. Organisational climate.

SECTION B — (5 × 6 = 30 marks)

Answer any FIVE questions.

13. What is organisational behaviour? Why do measures need a conceptual frame works for studying behaviour in organisation?
14. Describe the similarities and differences among individuals.
15. Explain the importance of motivation.
16. What do you mean by group behaviour? Explain the factor what should be analysed to understand it.
17. What is grapevine network? Describe its type.
18. Distinguish between formal and informal leaderships.
19. Explain the indicators of power and powerlessness.
20. What are the various organisational sources of resistance to change?

SECTION C — (2 × 20 = 40 marks)

Answer any TWO questions

ALL question carry equal marks.

21. Explain the Erickson's eight-stage approach to personality development.
 22. Discuss the maslow's hirearch of needs.
 23. What are the channels of communication? Describe each one of them with its merits and demerits.
 24. Explain the creation and strengthening of culture in an organisation.
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