

MAY 2012

P/ID 6003/MBC

Time : Three hours

Maximum : 80 marks

PART A — (8 × 5 = 40 marks)

Answer any EIGHT questions.

1. Define organizational behaviour. How does the study of O.B. help managers?
2. Explain the determinants of personality.
3. Critically examine the need for the hierarchy theory of motivation.
4. Explain any one theory of group dynamics.
5. State and explain the sources of power.
6. Critically examine the trait theory of leadership.
7. Discuss the factors that affect the structure of an organisation.
8. Differentiate between formal and informal groups.
9. What are the reasons for organisational politics?

10. What are the coping strategies for stress?
11. How can we make communication effective?
12. Explain the financial motivators.

PART B — (4 × 10 = 40 marks)

Answer any FOUR questions.

13. Describe the major factors that determine individual behaviour.
14. What are the barriers to effective communication? How can these barriers be over come?
15. How can we enrich the morale in an organisation? Explain.
16. What is organisational conflict? Explain its types.
17. What is transactional analysis? Explain its uses.
18. What is organisational development? Explain its techniques.