

MAY 2015

**P/ID 77503/PMBC/
PMB1C/PMBSC**

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. How does the knowledge of organisational behaviour help a manager?
2. Explain the perceptual barriers that leads to perceptual distortion.
3. Maslow's need hierarchy theory of motivation – Explain.
4. How does a job itself acts as a motivational factor?
5. Discuss the influence of perception and learning in the group behaviour in an organisation.
6. Discuss the components of learning process.
7. Why people resist to change?
8. State the causes of group conflicts.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Does personality result from nature or nurture? — Discuss.
10. Explain expectancy theory of motivation. What are the limitations of expectancy theory in predicting an individual's work effort and behaviour.
11. Explain learning as a process and how is it unique as a source of change in behaviour.
12. Explain various group decision making techniques.
13. Discuss the characteristics of different types of groups and why is its understanding is important?
14. Give the meaning of leadership continuum and explain in detail.
15. Discuss the factors influencing organisational culture. Also explain the linkage between culture and organisational effectiveness.
16. Elaborate various conflict handling models.

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PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Sam industry is manufacturing consumer durables at Chennai. Sam is the M.D. and he has strong manpower of about 3000 employees. Charles is the Assistant Manager training with his experience in MNCs, he developed the employees and he was extremely doing well in his job. There was a vacancy for the post of the HR Manager. Mr. Charles also an applicant. To the surprise of all Ms. Rupa, P.G. in social work was appointed. Charles got depressed; resigned his job and moved to Mumbai. After two years when the company released an advertisement for Asst. Manager Training, the M.D. got shock by seeing the application of Mr. Charles with his regret for feeling and his sufferings due to his family in chennai and he being alone at Mumbai. But, he has to work under Ms. Rupa who is not extending satisfactory performance. Discuss the role of M.D., Mr. Charles and Ms. Rupa.
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