

OCTOBER 2012

**P/ID 17465/RCR/
PCAV**

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25 marks)

Answer ALL questions.

1. (a) Define organisational behaviour. What is the role of organisational behaviour?

Or

- (b) Briefly explain different approaches to the study of OB.

2. (a) What is Personality? What are its major determinants?

Or

- (b) Bring out the different models of individual behaviour.

3. (a) Define learning. What are the nature of learning.

Or

- (b) Define attitude. What are the functions of attitude.

4. (a) What is conflict? What are the levels of conflict?

Or

- (b) Define communication. What are the basic elements of communication?
5. (a) What do you understand by organisational change? Identify some major characteristics in successful organisational change.

Or

- (b) Define culture. What are the functions of culture?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Discuss the basic approaches in organisational behaviour?
7. Explain about factors influencing the perpetual process.
8. Describe the Maslow's need Hierarchy theory of Motivation.
9. Explain various types of groups.

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10. Explain the various steps involved in the OD process.
 11. Explain the factors influencing job satisfaction.
 12. Discuss the process of communication.
 13. Explain the various dimensions of organisational culture.
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