

OCTOBER 2013

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

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25 marks)

Answer ALL questions.

All questions carry equal marks.

1. (a) Define organizational behaviour and state its importance.

Or

- (b) Explain the disciplines contributing to organizational behaviour.

2. (a) What are the determinants of perception?

Or

- (b) Outline the functions of Attitudes.

3. (a) Describe the components of learning process.

Or

- (b) Explain the Maslow's need Hierarchy theory.

4. (a) State the causes of Interpersonal conflict in organisations.

Or

- (b) What are the problems due to Informal organisation?

5. (a) Bring out the features of Good Organisation Structure.

Or

- (b) Describe the process of Organization Developments.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

6. Discuss the role of theory and experience in managing human behaviour. Why do theories fail in practice?
7. Describe the personality traits that affect human behaviour at work place.
8. Analyse the various factors that influence the formation of attitudes.

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9. Write in detail the Herz-berg's two factor theory of motivation.
 10. What are the various situational factors in Fiedler's contingency model of leadership? How do they affect leadership styles?
 11. Discuss the pros and cons of alternative approaches to the management of conflict in an organisation.
 12. What are the different barriers in communication? What steps can be taken to overcome these barriers?
 13. Discuss the measures that are necessary to improve the morale of employees.
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