

DECEMBER 2014

**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. State its objectives.

Or

- (b) What are the key elements of OB?

2. (a) Explain briefly the influence of personal factors on an individual's behaviour.

Or

- (b) Explain the characteristics of motivation.

3. (a) Briefly explain the qualities of the perceiver.

Or

- (b) Discuss on the factors responsible for the growing importance of QWL.

4. (a) Explain the process of communication.

Or

- (b) Explain the different stages of group development.

5. (a) Explain the characteristics of OD.
Or
(b) Explain the characteristics of organizational culture.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Discuss on the important concepts of OB.
7. Discuss on the influence of personality factors on human behaviour.
8. Examine the various factors that influence the formation of attitudes.
9. Discuss on the qualities of a leader.
10. Explain the various determinants of job satisfaction.
11. Discuss on the positive and negative aspects of conflicts.
12. Describe the principles of organisation.
13. Explain the measures that can be adopted to overcome resistance by employees.