

MAY 2013

P/ID 17465/RCR/PCAV

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer ALL questions.

1. (a) Define management. What are the functions of management?

Or

- (b) Explain organisational behaviour models.

2. (a) Define learning. What are the components of learning?

Or

- (b) What is personality? What are its major determinants?

3. (a) What is an attitude? How are attitudes formed?

Or

- (b) Explain managerial grid.

4. (a) Explain the types of inter group behaviour.

Or

- (b) List out the various communication networks.

5. (a) Define the term morale. How can it be improved?

Or

- (b) What are the various sources of resistance to change?

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Describe the approaches to organisational behaviour.
7. Discuss on the major challenges facing to day's organisations and management.
8. Discuss on the factors influencing the perpetual processes.
9. Describe the determination of learning.
10. Elucidate the barriers to effective communication.
11. What are the major internal and external forces for change in organisation? – Explain.
12. Describe the functions of organisational culture.
13. Discuss Maslow's hierarchy of needs for motivation.

2 P/ID 17465/RCR/PCAV