

MAY 2014

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

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Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer ALL questions.

1. (a) Define organisational behaviour. State the scope of organisational behaviour.

Or

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

2. (a) What is personality? What are the types of personality?

Or

- (b) Briefly explain about determinants of personality.

3. (a) What are the various methods of attitude measurement?

Or

- (b) What is perception? How to improve perception?

4. (a) Explain the causes for the occurrence of conflicts among individuals.

Or

- (b) What are the techniques of conflict resolution?

5. (a) Explain briefly on various types of communication.

Or

- (b) Explain briefly the kinds of change.

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Describe the nature of organisational behaviour.
7. Explain the factors influencing perception.
8. What are the five categories of motivational needs described by Maslow? Give an example of how each can be satisfied.
9. Describe the causes of formation of groups.
10. Describe the determinants of organisational effectiveness.
11. What are the factors that affect organisational climate? Describe them briefly.
12. Describe the characteristics of organisational culture.
13. Discuss the briefly the various intervention techniques of organisational development.

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