

MAY 2015

**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 Management. What are the basic functions of management?

Or

- (b) What are the contributing discipline to OB? Briefly explain.

2. (a) What are the foundation factors that determine human behaviour in organisations?

Or

- (b) Define Values. What are the types of values?

3. (a) What is learning? What are the major dimensions of social learning theory?

Or

- (b) Define Quality work life. What are the basic principles of Quality work life?

4. (a) Define Group. What are the characteristics of group?

Or

- (b) Why do people form and join groups?

5. (a) Define Organisation. What are the various steps in the process of organising?

Or

- (b) What is organisational culture? How will you learn organisational culture?

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Describe the various approaches to organisational behaviour.
7. How to improve perception? Discuss in detail.
8. What makes leadership effective? Discuss.
9. Describe the essential of good communication system.
10. Discuss the factors affecting morale.

11. Discuss the characteristics of business.
  12. Discuss the Maslow's hierarchy theory of motivation.
  13. Discuss the qualities of a successful businessman.
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