

MAY 2016

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

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer ALL questions.

1. (a) Define the term management. State the functions of management.

Or

- (b) State the meaning of organizational behaviour. What are the importance of organizational behaviour?

2. (a) Explain the important determinants of personality.

Or

- (b) What are the factors involved in stimuli interpretation?

3. (a) Explain the characteristics of motivation.

Or

- (b) Explain the applications of learning to organizational behaviour.

4. (a) What are the reasons for the formation of groups?

Or

- (b) Bring out the salient – features of communication.

5. (a) Explain the consequences of low morale.

Or

- (b) Explain the out come of conflicts.

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

6. Discuss on the important concepts of OB.
7. Discuss on the important personality theories.
8. Describe the non-financial incentives and their importance.
9. Discuss on the positive and negative aspects of conflicts.

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10. Elucidate the different approaches to organisational effectiveness.
 11. Discuss on the methods of transmitting organisational culture to employees.
 12. Discuss on the various stages of the OD process.
 13. Discuss on the internal and external factors that influence changes.
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