

MAY 2012

**P/ID 77503/PMBC/
PMB1C**

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Enlighten the significance of Organizational Behaviour.
2. Define the term Group Dynamics. State its attributes.
3. Explain the assumptions of theory X and Y.
4. Clarify the process of measurement of attitude of employees.
5. Elucidate various sources of power.
6. Define the term Stress. Explain its consequences.
7. Explicate the methods to reduce barriers to effective communication.
8. Briefly explain the values of organisational development.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

9. Define the term organizational culture. Clarify its significance and the implications on organizational behaviour.
10. Make clear momentarily the impact of organizational development interventions in Indian companies.
11. Express the various types and sources of stress and how effectively the stress can be managed.
12. Discuss briefly the importance of leadership and the styles adhered by the corporate sector in India.
13. What are the principles of effective communication? Explain.
14. What is Transaction Analysis? What are its implications to organizational behavior?
15. What are the approaches to managing organizational change? What are the stimulant for change?
16. What are the external conditions imposed on the group? What are the structural variables that have a bearing on the individual behavior in a group?

PART C — (20 marks)

Compulsory.

17. A manager has been observing the employees in his department for several months. He finds that on the days that there is a rush for the jobs to get done and people work at a much faster pace than normal during the entire day, they consume more aspirin tablets towards the end of the day. The next day, quite a few of the employees remain absent. Since this happens repeatedly, he concludes that there is a high correlation between doing rush jobs and ill health (may be due to stress), and the next day absenteeism

Based on his conclusion, he has enunciated a policy when rush jobs are to be done, half the employees will handle such jobs in the morning, and half the employees will handle them in the afternoon so that the rush jobs will be evenly distributed among the employees throughout the day with no single employee doing the rush job for the whole day.

Required:

Comment on the above situation, discussing your thoughts fully on the manager's action.