

M.A. DEGREE EXAMINATION – JULY 2005.

Second Year

ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

Each answer not to exceed 1 page.

1. Highlight the four elements which organizational behaviour attempts to integrate.
2. Distinguish between management and leadership.
3. Explain the functions of communication.
4. Bring out the benefits of informal organization.
5. Elucidate change as a three-step process.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

Each answer not to exceed 4 pages.

6. Evaluate any three approaches for studying organizational behaviour.
7. Compare the organizational motivational models of Maslow and Herzberg.
8. Explain the communication patterns and networks commonly used in organizations.
9. Highlight the importance of team-building and explain the process of team building.
10. Explain the strategies for resolving organizational conflicts.
11. What is meant by resistance to change? Why do employees resist to change?
12. Give an account on the meaning, characteristics and types of organizational culture.