

M.Sc. DEGREE EXAMINATION. JUNE 2006.

Second Year

(For candidates admitted in AY-2003-04 CY-2004 and
AY-2004-05 only)

Psychology

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. Enumerate the six basic concepts with regard to nature of people.
2. Differentiate job satisfaction and job involvement.
3. What is meant by quality of work life?
4. Bring out the differences between informal and formal groups.
5. State the five values in organisational development.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

Answer for each question not to exceed 4 pages.

6. Critically analyse the models of organisational behaviour.
7. Describe the various approaches to leadership.
8. Explain the communication process in detail.
9. Discuss the process involved in nominal group technique and Delphi Decision Making.
10. Highlight the potential sources of stress.
11. State the types of conflict. What are the personal and internal sources of conflict?
12. Illustrate the forces for change in an organisation.