

Questions:

- (a) List the four key components involved in making an effective team.
 - (b) Identify the benefits that the T Aerospace Company can expect to gain from the adoption of team working.
 - (c) Describe the difficulties that the company is likely to encounter in the management of its teams and recommend ways to turn individuals into team players.
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Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

- 1. ✕ Write a short note on social approach
- 2. ✓ Explain the classification and hierarchy of needs as given by Maslow.
- 3. What do you mean by Locus of control?
- 4. ✓ Discuss the essential elements of communication process.
- 5. Explain the approaches of leadership.
- 6. ✓ What are the different bases of power? Explain in brief.
- 7. ✓ Discuss the importance in an organisational climate.
- 8. ✕ List out the types of change. Explain them in detail.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

9. Explain in brief the fundamental concepts of Organizational Behaviour.
10. "Group cohesiveness of high order leads to higher group productivity" Do you agree or disagree? Explain.
11. Briefly discuss the types of incentives in motivation.
12. Write a comprehensive note on barriers to communication.
13. Explain in detail some of the methodologies for managing political behaviour.
14. Briefly discuss the causes of stress.
15. What do you mean by OD interventions? Describe the various OD interventions.
16. What are the outcomes of conflicts? How are the conflicts managed?

PART C — (20 marks)

(Compulsory)

17. The T Aerospace Company is in the early stages of planning the development of its latest commercial jet, the 007. The aircraft industry is a fiercely competitive one, dominated by a few large global players who operate at the forefront of technology. In this industry, competitors quickly copy and advance in technology or new management technique that might provide them with competitive edge. Some of the T Aerospace Company's competitors have adopted team working as means of speeding up their development and production processes.

The T Aerospace Company is thus considering the adoption of team working in its operations but some of the traditionalists in the company are doubtful. They are concerned that the benefits of work specialisation will be lost. Some of the managers have negative experiences with team working and so have strong reservations about the proposed changes.