



MB 02

**I Semester M.B.A. (Technology Management, Health Service Management,
Financial Service Management) Examination, December 2009/January 2010
ORGANISATIONAL BEHAVIOUR
(Freshers)**

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **all** questions. **Each** question carries **two** marks. **(5×2=10)**
- a) Define organisational behaviour.
 - b) What is bonding ?
 - c) What do you mean by cohesive groups ?
 - d) Define personality.
 - e) Define leadership.

SECTION – B

Answer **any five** questions. **Each** question carries **seven** marks. **(5×7=35)**

- 2. State the various models of organisational behaviour.
- 3. Explain the determinants of organisational structure.
- 4. What are the indicators of the health of an organisation ?
- 5. State various approaches to decision making.
- 6. Explain the process of group formation.
- 7. State the causes and consequences of organisational conflicts.
- 8. List out the characteristics of effective leaders.
- 9. Explain the causes of perceptual distortions.

P.T.O.



SECTION – C

Answer **any two** of the following, **each** question carries **ten** marks.

(2×10=20)

10. Explain various types of leadership.
11. What are attitudes ? How can they be formed, altered and measured ?
12. Explain the process of change management.
13. What do you mean by positive thinking ? How can it be developed ?

SECTION – D

Answer **any one** of the following. **Each** question carries **15** marks.

(15×1=15)

14. Define emotional intelligence and explain its significance in organisations.
 15. “Strategy follows structure” – Discuss.
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