

NOVEMBER 2019

72207/MAM3G

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define Anthropology.
2. What is Individual Differences?
3. What is Sensation?
4. What do you mean by attribution?
5. What is meant by "Instrumentability"?
6. What is Observation?
7. What is work environment?
8. Who is a functional leader?
9. What is metamorphosis?
10. What is a weak culture?
11. What is meant by Managerial Grid?
12. What is Data collection?

II BBA - Organisational Behaviour

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. How are the Hawthorne Experiments useful in understanding organisational behaviour?
14. Explain the various consequences of low morale.
15. Describe the steps to improve Job Satisfaction.
16. Explain the difference between a leader and a manager.
17. Explain the merits of group decisions.
18. What are the ways to sustain organisational culture? Explain.
19. Explain the steps in OD process.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Discuss the various determinants of perception.
21. Explain the non-financial incentives and their importance.

22. State the importance of housekeeping. Mention its essential features.
23. Explain the various characteristics of Group Norms.
24. State the determinants of organisational climate.