

NOVEMBER 2019

65153/KDA1C

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions

1. What are the two senses of defining an organization?
2. Who offered first a systematic approach to the problems of organizational design?
3. What is learning?
4. Define motivation.
5. Mention the three approaches to stress management.
6. What is the need for communication?
7. What do you mean by organisational culture?
8. What is dominant culture?
9. What are the changes adopted by a business towards effective workforce?
10. Name any two external factors influencing organizational change.
11. What is attitude?
12. What are the basic needs of human beings?

J M-com - Organizational Behaviour.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions

13. What are the elements of organizational behaviour?
14. How do you classify groups?
15. Point out the barriers to communication process.
16. Explain systems approach to organizational effectiveness.
17. What are the changes in government regulations that affect a business?
18. How do you create organizational culture?
19. What are the ways of oral communication?
23. Discuss the measures to develop a sound organizational climate.
24. What are the reasons for resistance to change by the employees?
25. Give the measures followed by a concern to increase group cohesiveness?

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions

20. Explain various approaches to organizational behaviour.
21. Trace out the factors influencing individual behaviour.
22. Find out the physical problems arising due to excess stress.