

• NOVEMBER 2018

72207/MAM3G

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define organisational behaviour.
2. What is Involvement?
3. What is figure ground?
4. What is Halo effect?
5. What is meant by 'Expectancy'?
6. What is Attitude Surveys?
7. Define Morale.
8. What is Laissez faire leadership?
9. Define organisational culture.
10. How is an organisation's culture created?
11. What is Group Dynamics?
12. What is Group norms?

II BBA ⇒ organisational Behaviour

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. Explain the key elements of Organisational behaviour.
14. Describe the various determinants of morale.
15. Enumerate the consequences of Job dissatisfaction.
16. Describe the qualities of a successful leader.
17. Explain the determinants of group cohesiveness.
18. Differentiate organisational culture from climate.
19. Describe the various objectives of OD.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Explain the external factors influencing the selection of stimuli in the context of perceptual process.
21. Discuss Maslow's Hierarchy of needs.

- 22.* What measures should be taken to ensure employees do not suffer from work-related fatigue? Explain.
23. Explain the characteristics of a group.
24. Discuss the methods of transmitting organisational culture of employees.