

NOVEMBER 2017

72207/MAM3G

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define Anthropology.
2. What is Involvement?
3. What is sensation?
4. What do you mean by attribution?
5. What is meant by morale?
6. What is attitude surveys?
7. Define layout.
8. Who is functional leader?
9. What is meant by dominant culture?
10. How is an organisation's culture created?
11. Define organisational development.
12. What is interventions?

13. Explain the key elements of organisational behaviour.
14. Explain various consequences of low morale.
15. Enumerate the consequences of job dissatisfaction.
16. Explain the difference between a leader and a manager.
17. Explain the factors which influencing group cohesiveness.
18. Differentiate organisational culture from climate.
19. Explain the steps in OD process.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Define the various determinants of perception.
21. Discuss Maslow's hierarchy of needs.
22. State the factors that affect a worker mentally and physically in a work environment.
23. Explain different types of groups.
24. Discuss the methods of transmitting organisational culture to employees.

II BBA - Organisational Behaviour.

