

APRIL 2023

66269/HBWCD

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions each in 50 words.

1. Name any four behavioural sciences.
2. Define organizational behaviour.
3. Define leadership?
4. Spell out any two theories of leadership.
5. What does Maslow Need Hierarchy theory speak about?
6. Define attitude.
7. Who are the change agents in organization?
8. List out any two theories of organizational development.
9. Mention the uses of operational research.
10. Expand PERT.
11. Define conflict.
12. Point out the scope of organizational development.

B MSW → Specialization W Organizational

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions each in 200 words.

13. Explain the concept of organizational behaviour.
14. Elucidate the importance of teams in organizations.
15. In what ways, morale of the organization can be improved?
16. How organizational culture improves productivity?
17. Enumerate the concept of process mapping.
18. Write a note on the usefulness of conflict resolution techniques.
19. Examine the characteristics of perception.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions each in 500 words.

20. Elaborately explain the types of personality.
21. Expatiate on the types of leadership.
22. Portray the factors influencing job satisfaction.

23. Explain the techniques used in stress management.
  24. Narrate the process of bringing organizational change.
  25. What is the business process re-engineering and the steps involved in it with examples?
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