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**Question Paper Code : 70160**

M.B.A. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2019  
First Semester  
BA5105 – ORGANIZATIONAL BEHAVIOUR  
(Regulations 2017)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. Define organizational behaviour.
2. What is need for studying organizational behaviour ?
3. What is personality ?
4. What is emotional intelligence ?
5. What is group norm ?
6. What is consensus mapping ?
7. What is transactional leadership style ?
8. What is referent power ?
9. What is organizational climate ?
10. What is work stressor ?

PART – B

(5×13=65 Marks)

11. a) Describe the scope of organizational behaviour.  
(OR)  
b) Explain the different models of organizational behaviour.
12. a) Explain the various determinants of learning.  
(OR)  
b) Explain McClelland's theory of motivation with example.

70160



13. a) Explain the various factors affecting group cohesiveness.

(OR)

b) Describe the process of group decision making.

14. a) Explain Hersey-Blanchard model of leadership.

(OR)

b) Discuss the different reasons for organizational politics.

15. a) Discuss the different factors affecting organisational climate.

(OR)

b) Explain any three major OD interventions.

PART - C

(1×15=15 Marks)

16. a) What are the major contributing disciplines to organizational behaviour ?  
Discuss the nature of relationship among different disciplines.

(OR)

b) Analyse the following case and answer the questions given at the end of the case :

Strong Bond Co., is a medium sized enterprise which has followed a policy of growth through acquisitions. Six years ago, it took Stickwell adhesives as a subsidiary. Although stickwell was the third largest adhesive manufacturer in the country, its sales and profit position had rapidly deteriorated. The management of Strong Bond felt that it was a good buy in the depressed condition and they were confident of turning it around.

The first new General Manager of Strong Bond assigned tried for five years to change the profit position, but he met with little success. Stickwell operated two plants, both in rural areas in the East and South. Each plant employs approximately 800 people. At both the plants, the employees and management are very set in their ways and are receptive of new ideas. In fact, last year at one plant, the workers almost rebelled against top management.

Questions :

- i) What are the barriers to change in this case ?
- ii) How can new ideas become accepted at the plant ?
- iii) Which techniques of organisational development can be useful in this case ?