

Reg. No. :

**Question Paper Code : 40139**

M.B.A. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2018.

First Semester

M.B.A.

BA 5105 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2017)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define Organizational behaviour.
2. Mention the scope of Organisational Behaviour.
3. What is selective perception?
4. What is meant by Emotional Intelligence?
5. What is Group Cohesion?
6. What are different kinds of formal group?
7. What is transactional leadership Style?
8. What are the sources of power?
9. What are the major external reasons for change in organisations?
10. Why individuals resist change?

PART B — (5 × 13 = 65 marks)

11. (a) Describe the nature of Organisational Behaviour.

Or

- (b) Explain the different models of Organisational behaviour.

12. (a) Explain the relationship between values and behaviour.

Or

- (b) Explain Herzberg's theory of motivation with example.

13. (a) Describe the stages of group development.  
Or  
(b) How are group decisions made? How can group decisions be made more effective?
14. (a) Briefly explain any four theories of leadership.  
Or  
(b) Describe the major reasons for organizational politics.
15. (a) How can stress be coped with? Explain.  
Or  
(b) Describe the major characteristics of Organisational Development.

PART C — (1 × 15 = 15 marks)

16. (a) Describe the major challenges faced by management in the field of OB.  
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 acquisition. 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 Co. 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 operates 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 organisation development can be useful in this case?