

Total No. of Pages : 2

Register Number :

**6867**

Name of the Candidate :

**M.B.A. (HRM) DEGREE EXAMINATION MAY 2014.**

**(HUMAN RESOURCE MANAGEMENT)**

**(FIRST YEAR)**

**170 — ORGANISATIONAL BEHAVIOUR**

Time : Three hours

Maximum : 75 marks

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**SECTION A**

**Answer any FIVE questions.**

**(5 × 3 = 15)**

**All questions carry equal marks.**

1. Explain the following :
  - (a) Interpersonal skills
  - (b) Emotional stability
  - (c) Perception mapping
  - (d) Stock options
  - (e) Quality circles
  - (f) Benevolent authoritative leadership
  - (g) Transition management
  - (h) Interpersonal conflict.

**SECTION B**

**Answer any THREE questions.**

**(3 × 10 = 30)**

**All questions carry equal marks.**

2. What is a learning organisation? Explain its relevance in the present business environment.
3. All managers should have a working knowledge of the perceptual process – Elaborate.
4. Explain any two theories of motivation.
5. Discuss the importance of change in business organisation. What are the external factors of change?
6. Describe the various sources of conflict.

**SECTION C****Answer any ONE questions.****(1 × 15 = 15)**

7. Explain any four emerging issues in organisational behaviour.
8. Elaborate the different types of dynamics that take place in a group.
9. Discuss the different strategies to be adopted for managing conflict optimally.

**SECTION D****Compulsory****(1 × 15 = 15)**

10. How does a leader differ from a manager? Analyse the practical problems stemming from the idea that the leader creates a vision, whereas the manager implements it.

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