



MS – 431

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II Semester B.B.M. Examination, May/June 2014
(Semester Scheme)
(Repeaters) (Prior to 2011-12)
BUSINESS MANAGEMENT
Paper – 2.5 :Organisational Behaviour

Time : 3 Hours

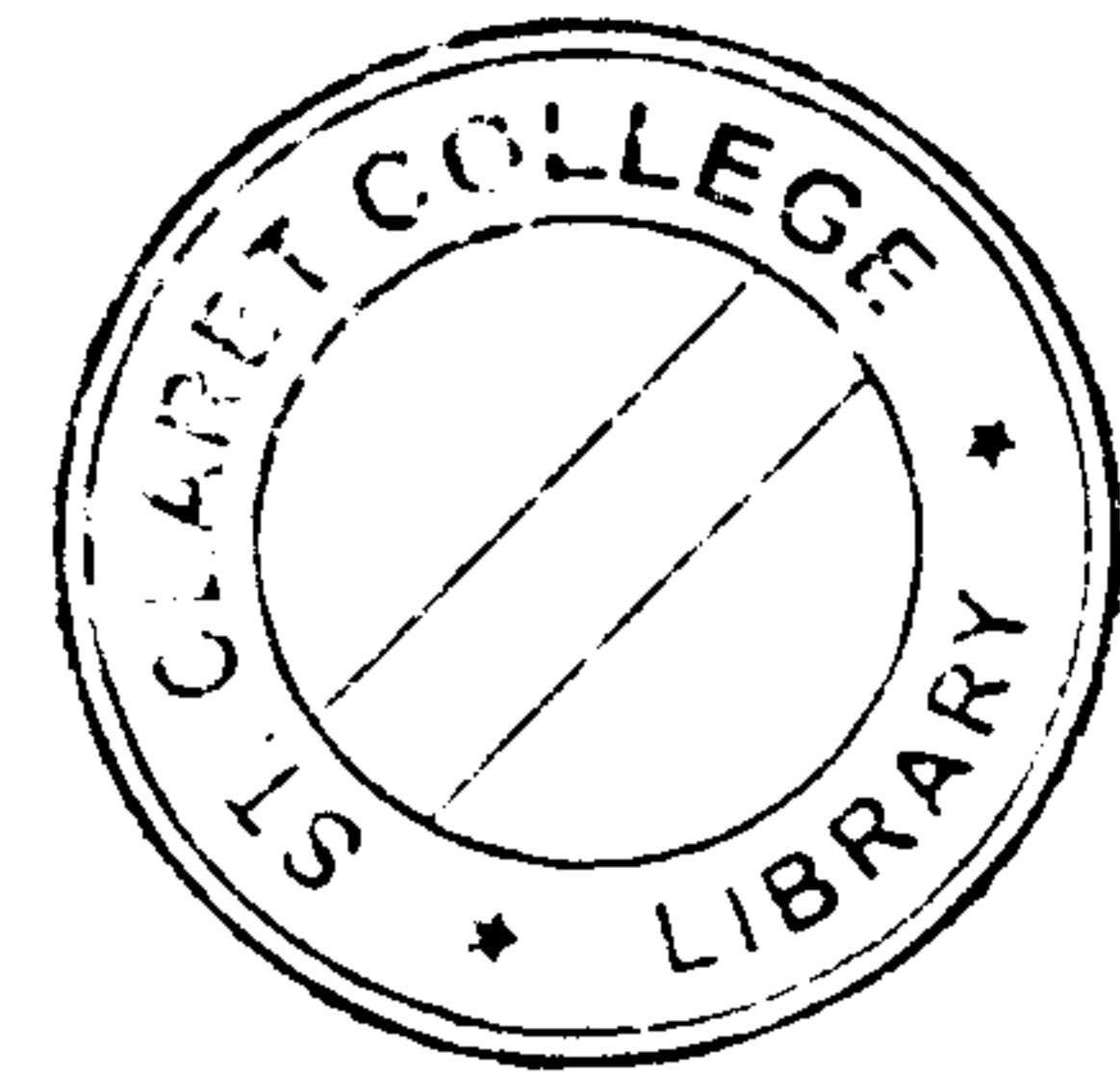
Max. Marks : 90

Instruction : Answer should be written in **English** only.

SECTION – A

I. Answer **any 10** sub-questions. **Each** sub question carries **2** marks. **(10×2=20)**

- 1) a) Define organisational behaviour.
- b) List out different styles of leadership.
- c) What is organisational development ?
- d) What is job enrichment ?
- e) Give the meaning of perception.
- f) What is learning ?
- g) What is meaning of 'Self Actualisation Needs' ?
- h) What is classical conditioning ?
- i) What is motivation ?
- j) What is TQM ?
- k) What is group cohesiveness ?
- l) What is ABC model ?



SECTION – B

II. Answer **any five** of the following. **Each** question carries **5** marks. **(5×5=25)**

- 2) What is attitude ? Discuss the components of attitude.

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- 3) Discuss different learning styles.
- 4) What are Non Monetary Rewards ? Explain the advantages of Non Monetary Rewards.
- 5) What are the objectives of organisational development ?
- 6) Describe factors influencing change.
- 7) Discuss the functions of groups.
- 8) List out the characteristics of job enrichment.
- 9) Discuss the various approaches to the study of OB.

SECTION – C

III. Answer **any three** of the following. **Each** question carries **15** marks. **(3×15=45)**

- 10) Explain the different types of groups.
 - 11) What is organisational change ? Explain the steps involved in change process.
 - 12) What is Motivation ? Discuss in detail the Maslow's Need Hierarchy theory.
 - 13) What is Personality ? Discuss the determinants of personality.
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