MAY 2022 **U/ID 22501/UCG5A**

Time : Three hours Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions each in 30 words.

1. Define organizational behaviour.

2. What are affiliation motives?

3. Define attitude.

4. Explain non-verbal communication.

5. Define burnout.

6. What are primary needs?

7. Define job satisfaction.

8. What is organizational citizenship behaviour (OCB)?

9. Define communication.

10. What is informal communication?

11. Define organizational stress.

12. What is negotiation?

PART B — ($5 \times 5 = 25$ marks)

Answer any FIVE questions each in 200 words.

13. Briefly explain the fundamental concepts to understand OB.

14. Narrate the nature of organizations.

15. Mention the effect of employee attitude in an organisation.

16. Write a short on communication symbols.

17. Explain the interpersonal conflict in brief.

18. List out the coping strategies for stress and conflict.

19. Exemplify the feature of the grapevine communication.

PART C — ($3 \times 10 = 30$ marks)

Answer any THREE questions each in 500 words.

20. Explain the challenges and opportunities to OB.

21. Examine the theories of work motivation.

22. What factors contribute to organizational commitment? State and elaborate.

23. Summarize the barrier to effective communication.

24. Describe the steps involved in Negotiation.
