MAY 2023 **U/ID 22501/UCG5A**

Time : Three hours Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions, in 30 words each.

1. Define organizational behaviour.

2. What is selective perception?

3. Explain Total Quality Management (TQM).

4. What is work motivation?

5. Job Enrichment — explain.

6. What are stressors?

7. What are primary needs?

8. Explain rumour.

9. Define communication symbols.

10. Define Conflict.

11. What is Negotiation?

12. Define job satisfaction.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions, in 200 words each.

13. Briefly explain the flexitime and flexi plan approaches.

14. Enumerate the role of emotions in organizations.

15. Mention the benefits of effective teams.

16. Bring out the functions of Communication.

17. Write shortly on electronic communication.

18. What practices improve upward communication?

19. Exemplify the characteristics of effective leaders.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions, in 500 words each.

20. Describe the fundamental challenges and opportunities for OB.

21. Elaborate on the application of motivation in organisation.

22. Narrate the stages of group development.

23. Elaborate on the communication process.

24. Write an essay on the theories of leadership.
