DECEMBER 2023 **P/ID 77927/RMB1C**

Time : Three hours Maximum : 80 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

1. Define organisational Behaviour.
2. Why do individuals differ in their behaviour?
3. What is Personality?
4. Why does perception fail?
5. What are values?
6. Define Motivation.
7. What purposes do group serve?
8. How to make teams effective?
9. Define charismatic Leadership.
10. What are the sources of conflict?
11. What is stress?
12. How can burnout be prevented?

SECTION B — ($5 \times 6 = 30$ marks)

Answer any FIVE questions in 250 words each.

13. Explain the foundations of individual behaviour.

14. Enumerate the determinants of personality.

15. Discuss the factors influencing perception.

16. Describe how attitudes are formed.

17. Identify the relationship between group norms and group cohesiveness.

18. Examine the Trait Theory of Leadership.

19. Discuss the various types of conflict management.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE questions in 500 words each.

20. "Organisations are becoming increasingly cosmopolitan. If a diverse workforce is managed effectively, firms gain competitive advantage. OB experts need to create diversity awareness, enhance diversity skills and commit top management to diversity. These are only some ways of managing diversity." Critically examine the above statement with suitable justification.

21. Elucidate the Erikson's stages of personality development.

22. Discuss Herzberg's two-factor theory of motivation. Bring out its merits and limitations.

23. Examine the potential problems with upward and downward communications. How managers can solve these problems?

24. Explain how organisational culture is created and sustained.

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