DECEMBER 2024 **P/ID 77927/RMB1C**

Time : Three hours Maximum : 80 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

1. State the need for studying Organisational Behaviour.

2. How Personality relates to Organisational Behaviour?

3. What is Perception?

4. Define Values.

5. Outline the nature of Motivation.

6. What are group norms?

7. How group decisions are made?

8. Why is communication vital importance to management?

9. What is meant by 'Power' and 'Authority'?

10. State the guidelines for effective negotiations.

11. Define Stress.

12. What is Subculture? Give example.

PART B — ($5 \times 6 = 30$ marks)

Answer any FIVE questions in 250 words each.

13. Describe the factors that shape an individual's Personality.

14. Explain Social Learning Theory of Personality.

15. Enumerate the process involved in Perception.

16. Elucidate the different types of Values.

17. Distinguish Leaders from Managers.

18. Outline the main sources of Conflict.

19. How can stress be coped with? Explain.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Elaborate the five categories of motivational needs described by Maslow. How each can be satisfied?

21. "Both formal and informal groups are necessary for the group activity just as two blades are essential to make a pair of scissor workable." Comment on this statement.

22. Discuss Classical Conditioning and Operant Conditioning Theory of Learning. How do they differ from each other?

23. Elucidate the common barriers to effective communication. Suggest ways to overcome it.

24. Write an explanatory note on Emotional Intelligence and bring out its benefits and dimensions.

———————