MAY 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. What is Organisational Behaviour? Bring out its scope.

2. How perception differs from sensation?

3. What are instrumental values? Give example.

4. Define Job Satisfaction.

5. State the importance of motivation in a modern enterprise.

6. Why groups are formed?

7. What is meant by Group Cohesion? How it can be improved?

8. Define Learning. How it takes place?

9. Identify the sources of Power.

10. What is Occupational Stress Index?

11. Bring out the significance of Organisational Climate.

12. Define Organisational Culture.

PART B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each.

13. Describe the major determinants of Personality.

14. Explain Trait Theory of Personality.

15. Analyse the sources of attitude formation.

16. How can reinforcement be used to generate change in behaviour? Explain.

17. Distinguish between functional and dysfunctional conflicts.

18. Enumerate the steps involved in Negotiation process.

19. Describe how employees learn an organisational culture.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. Critically examine the Two Factor Theory of Motivation.

21. Elucidate the stages of Group Development.

22. Discuss the various channels of communication which are generally used in modern business enterprise.

23. Elaborate the various styles of Leadership.

24. "Job stress can have physiological, psychological and behavioural effects." – Do you agree with the statement? Justify your answer with necessary examples.

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