



(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER M.B.A. DEGREE EXAMINATION, JANUARY 2013**  
(CUCSS)

Business Administration

**1.3—ORGANIZATIONAL BEHAVIOUR (1.3 PT)**

(2010 Admissions)

Maximum : 36 Weightage

Time : Three Hours

*Answer all the parts.*

**Part A**

*Answer all the questions.  
Each question carries 1 weightage.*

1. What is self-management ?
2. Define frustration.
3. What are intrinsic rewards ?
4. Mention the different styles of leadership.
5. Mention the barriers to communication.
6. What is sensitivity training ?

(6 × 1 = 6 weightage)

**Part B**

*Answer any six questions.  
Each question carries 3 weightage.*

7. Explain Maslow's theory of need hierarchy.
8. What relevance has perception to an understanding of OB ?
9. Explain the principles of learning.
10. What is the relationship between job-satisfaction and productivity ?
11. What is ethical behaviour ? Why organisations should be concerned about ethics ?
12. How is morale different from motivation ? How does morale affect productivity ?
13. What are the different types of attitudes and how does attitude influence behaviour ?
14. What are the functional and dysfunctional consequences of conflict ?

(6 × 3 = 18 weightage)

**Turn over**

## Part C

*Answer any two questions.  
Each question carries 6 weightage.*

15. Discuss the emerging challenges and opportunities for an OB manager.
16. Explain the situational theories of leadership.
17. Explain the different techniques of OD.

(2 × 6 = 12 weightage)

