Name...................................

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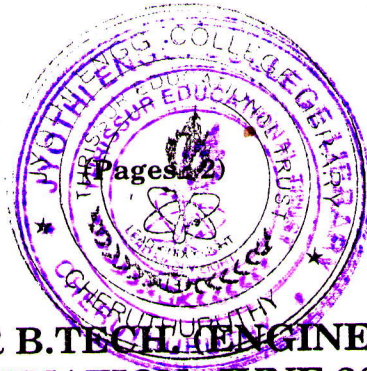
EIGHTH SEMESTER B.TECH. (ENGINEERING) DEGREE EXAMINATION, JUNE 2009

EE 04 804 (D) – ORGANISATIONAL BEHAVIOUR

(2004 Admissions)

Time : Three Hours

Maximum : 100 Marks

Part A

Answer all questions.

1. (a) What are the key elements of Organisational Behaviour? State its fundamental concepts.

   (b) State the different types of man. Explain conflict resolution strategies.

   (c) Define Motivation. Bring out the motivation cycle. Distinguish between Motives, Motivating and Motivation.

   (d) Who has introduced ERG Theory? What are its contents and benefits?

   (e) Briefly explain the properties and characteristics of Highly effective groups.

   (f) Trace out the contributions of Herzberg to Organisational Behaviour.

   (g) What do you mean by change? Briefly explain the strategies for the introduction of planned change.

   (h) Define Organisation Development. Bring out the Organisation Development Grid model.

   (8 × 5 = 40 marks)

Part B

2. (a) "Perception is more cognitive than a strong process". Comment on this statement. Discuss with citing examples, why perception is a key factor in Managerial Effectiveness.

   Or

   (b) Define Attitude. What are the features of attitude? State and explain the Components, Functions of Attitude. Is attitude discernible?

3. (a) What are the fundamental differences between Alderfer's and Maslow's theories of Motivation? Explain the problems and implications of Maslow's hierarchy of Needs Theory.

   Or

   (b) What is non-verbal communication? Does it aid or hinder verbal communication? What characteristics a communication that is rich in its capacity to convey information?

Turn over

4. (a) Discuss the various strategies for introducing planned change.

Or

(b) Why have attempts at a universalistic definition of organisational effectiveness failed? Explain, giving examples, how culture would make a difference in designing structure.

5. (a) "Resistance to change is an irrational response". Do you agree or disagree? Explain how does Lewin's three steps model of change deal with resistance to change.

Or

(b) What are the main characteristics of Organisational Development? How does Organisational Development differ from Manager Development? Do you think Organisational Development might work in your organisation? Explain why or why not.

(4 × 15 = 60 marks)