

First Year MHA Degree Supplementary Examinations, April 2013

PAPER V – ORGANISATIONAL BEHAVIOUR & MANAGERIAL COMMUNICATION

Time: 3 Hours

Max Marks: 100

- Answer all the questions
- Write Section A and Section B in separate answer books. Do not mix up questions from section A and section B

QP Code:107380 SECTION A - ORGANISATIONAL BEHAVIOUR **50**

Essay: (20)

1. "Organizations are coalitions of individuals and groups"- Discuss. Explain the types and stages of group development.

Short Essay: (10)

2. Define motivation. Compare and contrast Maslow's need hierarchy theory and Herzberg's two-factor theory of motivation.

Short notes: (4x5=20)

3. What is learning. Discuss the nature of classical conditioning and operant conditioning.
4. How job satisfaction is measured.
5. Job enlargement.
6. Define organizational behavior and mention its nature and scope.

QP Code:108380 SECTION B - MANAGERIAL COMMUNICATION **50**

Essay: (20)

1. Discuss the characteristic of a good speech. What points should be kept in mind while drafting a speech.

Short Essay: (10)

2. Define values. Distinguish between terminal values and instrumental values. Are these values generally stable or do they change over time.

Short notes: (4x5=20)

3. Explain listening and observational skill.
4. Preparation of public speaking.
5. Types of minutes.
6. News writing.