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MBAH 403



I Semester M.B.A. Degree Examination, August 2021

(Choice Based Credit System)

BUSINESS ADMINISTRATION

Organisational Behaviour and Communication

Time : 3 Hours

Max. Marks : 70

SECTION – A
(Compulsory)

Note : Answer to the question should **not** exceed **six** pages : **(1×15=15)**

1. Elucidate types of personality and factors influencing personality with examples.

SECTION – B

Note : Answer **any five** of the following questions. **Each** question carries **8** marks.

Answer to the question should **not** exceed **five** pages : **(5×8=40)**

2. Explain the scope and importance of Organisational Behaviour.
3. Analyse Process theory of Vroom's Expectancy and Porter Lawler of Motivation.
4. Discuss the techniques group decision making.
5. Briefly explain organizational change process and suggest ways to overcome the resistance to change.
6. Describe the process of communication and explain the barriers for good communication.
7. Elucidate the functions and types of organisational culture.
8. What are work stressors ? Explain the ways to balance work and life by overcoming stress.
9. Differentiate hearing and listening. Explain the determinants of good listening.

P.T.O.



SECTION – C
(Compulsory)

Note : Answer to the question should **not** exceed **six** pages : (1×15=15)

10. Mr. Babar has been working in Cello (India) Ltd. as a finance manager for the last two years. Though he had a very long and rich experience of working in finance department of the same company and dealing with various types of financial problems faced by the company, he is facing many new problems on this new assignment. He has a heavy work load of the departmental activities and some time he has to stay in the office up to 10 pm. In addition to it, he has been unable to cope with the problem which he is facing with regard to vice-president finance, because vice-president finance assumes that Mr. Babar is well versed in finance functions and therefore new kind of job through related to finance that is evaluation of finance and investment projects has been assigned to him. In view of this situation, Mr. Rama Krishnan, who is chartered accountant working at the lower level of finance department has been appointed as a staff specialist to Mr. Babar as to help, guide and advise him on specialised matters such as project evaluation, etc. since then the efficiency level of Mr. Babar has further come down and he is not feeling comfortable with Rama Krishnan.

Questions:

- a) Why is Mr. Babar not comfortable with his staff specialist Rama Krishnan ?
- b) How can he cope with the situation of overwork load requiring variety of skill and expertise ?
- c) Give your suggestions for making the situation healthy and comfortable for Mr. Babar.