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**FINAL YEAR B.A. DEGREE EXAMINATION, MARCH/APRIL 2005****Part III – Group V – Psychology****Paper V – ORGANISATIONAL BEHAVIOUR****Time : Three Hours****Maximum : 100 Marks***Answers may be written either in English or in Malayalam.***Section A**

*Answer any two of the following.  
Each question carries 20 marks.*

1. Outline the different theories of work motivation.
2. What is meant by group effectiveness ? Explain the factors that make a group effective and mention the methods of improving group effectiveness.
3. What are the causes of industrial conflict ? And suggest methods of solving industrial conflict.
4. What is meant by organizational development ? Explain its major techniques.

**(2 × 20 = 40 marks)****Section B**

5. Answer any six of the following. Each question carries 5 marks :-

- |                                 |  |
|---------------------------------|--|
| (a) Principles of organization. | (b) Mintzberg's five design.             |
| (c) Job analysis.               | (d) Path-goal theory.                    |
| (e) Life cycle theory.          | (f) Theory X and theory Y.               |
| (g) Labour disputes.            | (h) Barriers of effective communication. |

**(6 × 5 = 30 marks)****Section C**

6. Answer any five of the following. Each question carries 2 marks :-

- |                     |                       |
|---------------------|-----------------------|
| (a) Reward systems. | (b) Sources of power. |
| (c) Role ambiguity. | (d) Motion study.     |
| (e) Ego states.     | (f) LBDQ.             |
| (g) Work group.     | (h) Johari window.    |

**(5 × 2 = 10 marks)**

**Section D**

*Answer all questions.  
Each question carries 1 mark.*

7. Match the following :-

- | A                       | B               |
|-------------------------|-----------------|
| (a) Communication skill | (i) Harris.     |
| (b) Type A personality  | (ii) Fiedler.   |
| (c) LPC scale           | (iii) Vroom.    |
| (d) Life position       | (iv) Grapevine. |
| (e) Expectancy theory   | (v) Job stress. |

(5 × 1 = 5 marks)

8. Write True or False :-

- (a) The two leadership behaviour dimensions of Michigan studies are production-centered and employee-centered.
- (b) Transaction leadership theory explain how leaders develop and enhance the commitment of followers.
- (c) Maslow's need hierarchy, ERG theory and power / achievement theory are all examples of process theories.
- (d) Organisation structure refers to the relationship among the tasks performed by the members of the organization.
- (e) Groupthink occurs when a group collectively becomes defensive and avoids facing issues squarely and realistically.

(5 × 1 = 5 marks)

**Section E**

9. Choose the correct answer :-

- (a) Which level of change in OD is concerned with development of skills and improvement of value systems required for effective teamwork and personal development :
 

(i) Intrapersonal.	(ii) Inter-group.
(iii) Intra-team.	(iv) Inter-personal.
- (b) Who have stressed the group theory of organization :
 

(i) Duncan.	(ii) Woodward.
(iii) Likert.	(iv) Simon.
- (c) The 'Life cycle theory' of leadership formulated by :
 

(i) House.	(ii) Hersey and Blanchard.
(iii) Reddin.	(iv) Fielder.

- (d) Which of the following is the vertical expansion of jobs ?
- (i) Job enlargement. (ii) Job enrichment.  
(iii) Job rotation. (iv) Job design.
- (e) Labour power represents :
- (i) A power bloc. (ii) A power elite.  
(iii) A power corollary. (iv) A power built.
- (f) Equity theory of motivation has been advocated by :
- (i) Vroom. (ii) Argyris.  
(iii) Adams. (iv) House.
- (g) Which of the following systems of communication help to achieve a co-co-ordinated effort aimed at the attainment of overall organisational goals :
- (i) Downward. (ii) Horizontal.  
(iii) Upward. (iv) All of them.
- (h) A leadership theory that provides a set of rules to determine the form and amount of participative decision-making in different situation is :
- (i) Path-goal theory. (ii) Leader-match theory.  
(iii) Leader-participation. (iv) Situational leadership.
- (i) Conflict that support the goals of the group and improves its performances is termed as :
- (i) Dysfunctional. (ii) Inter group.  
(iii) Functional. (iv) Interpersonal.
- (j) There is a positive correlation between self-esteem and performance by Korman's theory of :
- (i) Conformity. (ii) Consistency.  
(iii) Dissonance. (iv) Inequity.