

2007 - MADRAS UNIVERSITY

M.C.A

ORGANIZATIONAL DYNAMICS

**TIMES-3 HOUR
MARKS-75**

PART A - (5 x 5 = 25 marks) Answer ALL questions. All questions carry equal marks.

1. (a) 'Since behaviour is generally predictable, there is no need to formally study Organisational Behaviour'. Do you agree?

Or

(b) What are the academic disciplines that have contributed to the field Organisational Behaviour?

2. (a) How does selectivity affect perception?

Or

(b) Explain the various components of attitudes.

3. (a) 'Learning theory can be used to control behaviour'. Examine the validity of this statement.

Or

(b) What do you understand by Quality of Work Life?

4. (a) Some people feel that conflict is necessary for organisational activity. Explain why?

Or

(b) What are the important factors that contribute towards group cohesiveness?

5. (a) Explain the factors affecting climate of work organisations.

Or

(b) Define Organisational Culture.

PART B - (5 x 10 = 50 marks) Answer any FIVE questions All questions carry equal marks.

6. How do scientific management and behavioural management differ in significant ways? Which managerial approach is more suitable for organisational effectiveness in a democratic society as ours?

7. What are the primary characteristics of type A personality? How do these characteristics differ from type B personality? Can a type A person become type B person? Justify your reasons.

8. Is there a relationship between Maslow's higher order needs and Herzberg's motivations factors? Discuss.

9. What do you understand by 'leadership style'? Can you explain leadership styles on a continuum? If so, how?

10. Describe in detail the communication process model and explain the steps of encoding and decoding in this process.

11. What steps can be taken to reduce and resolve conflicts that is structural in nature?
12. What are the reasons for resistance to change? What can the management do to overcome such resistance?
13. Distinguish between motivation and morale. How is morale measured? How is morale related to productivity?

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