

Madras University

B.B.A Business Administration Organisational psychology

April 2010 NG6C

Time: Three hours

Maximum :100 marks

Section A- (10X3=30 marks)

1. Define personality.
2. What is organisational behaviour?
3. Write a note on individual difference.
4. Define motivaion
5. What is job simplification?
6. What are causes of fatigue?
7. Who is democraic leader?
8. Mention a few characteristics of a group.
9. Mention the different stages of conflict.
10. What is meant by group effectiveness?
11. Distinguish between counselling and guidance.
12. Give the factors that affect orgnisational climate.

Section B- (5X6=30 marks)(Any 5)

13. Explain the varous organisational behaviour models.
14. Explain the importance theories on personality.
15. What are the functions of attitude?
16. How lighting is importance for improving the efficiency in an organisation?
17. Explain the characteristice of leadership.
18. Explain the different approach to organisational effectiveness.
19. what are the characteristics of organisational culture?
20. Explain the causes of organisational conflict.

Section C- (2X20=40 marks)

Answer any 2 questions

21. Describe the various approaches to organisational behaviour.
22. Explain the importance of non financial incentives.
23. What are the factors affecting group cohesiveness?
24. Discuss the various stages of the organisational development process.