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**SCHOOL OF ACCOUNTING AND BUSINESS
BSc. (APPLIED ACCOUNTING) GENERAL / SPECIAL DEGREE
PROGRAMME**

END SEMESTER EXAMINATION – JULY 2017

MGT 30525 Organisational Behaviour

Date : 16th July 2017
Time : 1.00 p.m. - 3.30 p.m.
Duration : Two and a half (02 ½) hours

Instructions to Candidates:

- Paper consists of Three Sections (A, B, and C).
- Section A - Answer **ALL** questions in the sheet provided.
Section B - Answer **any four (04) questions** given in this section.
Section C - Answer **any one (01) question** given in this section.
- The candidates are supposed to present their answers for the particular questions under the three section names.
- Answers should be written neatly and legibly.

Section A

Answer **all ten (10) multiple choice questions** given in this section.

Question No. 01

1. Organizational Behaviour (OB) helps managers to study about
 - a. individual behaviour.
 - b. group behaviour.
 - c. patterns of structures.
 - d. all of the above.

2. A framework to study OB starts with
 - a. knowing people behaviour in the organisation.
 - b. understanding nature and purpose of the organisation.
 - c. knowing organisational effectiveness.
 - d. knowing organisational performance and success.

3. The close relationship of an organisation with its external environment has been emphasized by the
 - a. Classical approach.
 - b. Human Relations approach.
 - c. Systems approach.
 - d. Contingency approach.

4.studies the inner processes and behavior of an individual.
 - a. Psychology
 - b. Anthropology
 - c. Sociology
 - d. Political Science

5. is where the subordinates are only told the decisions made by the manager.
- a. Democratic style
 - b. Autocratic style
 - c. Genuine style
 - d. Consultative style
6. The need of affiliation of a worker with his or her co-workers is referred to the
- a. self-esteem need.
 - b. ego need.
 - c. self-actualisation need.
 - d. belonging need.
7. Training and development could be used by managers in order to support the workers'
- a. delegation.
 - b. unionization.
 - c. empowerment.
 - d. subordination.
8. is visible at a glance to understand about the culture of an organisation.
- a. Artefacts
 - b. Basic assumptions
 - c. Espoused values
 - d. Beliefs
9. It is not a new design of the Organizational Structure.
- a. Matrix organisation
 - b. Mechanistic structure
 - c. Virtual structure
 - d. Family-friendly organisation

10. The activities that help members to learn how each member thinks and works in the organization is the Organisational Development (OD) technique of;
- a. team building.
 - b. intergroup development.
 - c. sensitivity training.
 - d. survey feedback.

(Total 20 Marks)

Section – B

Answer **any four (04) questions** given in this section.

Question No. 02

- i. What do you mean by Organisational Behaviour (OB)?
(05 Marks)
- ii. Briefly explain five (05) reasons for applying the knowledge gained from studying OB by today's managers to run their organisations successfully.

(10 Marks)

(Total 15 Marks)

Question No. 03

- i. Explain how four (04) common factors to organisations can be appeared differently in their application.
(08 Marks)
- ii. Distinguish between 'formal organisation' and 'informal organisation.'

(07 Marks)

(Total 15 Marks)

Question No. 04

- i. What do you mean by 'interdisciplinary nature' of studying OB?
(05 Marks)
 - ii. Explain four (04) major behavioural sciences on how they have contributed to the knowledge in OB with examples.
(10 Marks)
- (Total 15 Marks)**

Question No. 05

- i. Briefly explain three (03) major styles of leadership as per the Iowa Study.
(08 Marks)
 - ii. State seven (07) principles for developing successful leadership in an organisation.
(07 Marks)
- (Total 15 Marks)**

Question No. 06

- i. Explain two types of work motivation methods with examples.
(05 Marks)
 - ii. Compare 'work groups' and 'work teams' in an organization.
(10 Marks)
- (Total 15 Marks)**

Section – C

Answer **any one (01) question** given in this section.

Question No. 07

“Leaders have a unique opportunity to shape an ethical climate in an organisation because they have access to power. As such, it is important to understand how they can more effectively use power at their disposal.”

i. Describe the importance of using power ethically by managers in the modern workplace.
(10 Marks)

ii. Briefly explain ten (10) political strategies used by managers in today’s organisations.
(10 Marks)

(Total 20 Marks)

Question No. 08

“Every organisation has a unique style of working which is often called as its culture. Organisation culture does not stay constant. It changes with time.”

i. Briefly explain five (05) functions of organisational culture with examples.
(10 Marks)

ii. Describe the Lewin’s three-phase model of organisational change and development with examples.

(10 Marks)

(Total 20 Marks)

Question No. 09

Write short notes on the following.

- i. Golden Rule of Management
- ii. Benevolent Management System
- iii. Leadership Grid Theory
- iv. Mechanistic Structure vs. Organic Structure
- v. Managing Job Stress

(Total 20 Marks)