



MBA.T.II/05.12. 339

**M.B.A (TRAVEL AND TOURISM) DEGREE II SEMESTER EXAMINATION  
MAY 2012**

**SMT 2204 ORGANIZATIONAL BEHAVIOUR**

Time: 3 Hours

Maximum Marks : 50

(5 x 10 = 50)

- I. A. Organizational behaviour is concerned with people's thoughts, feelings, emotions and actions in a work setting. Explain how a person's behaviour at home and in society affects his behaviour in organizational environment.
- OR**
- B. Define the concept of values and ethics. Are these values absolute in nature or differ from person to person and situation to situation? Explain your reasoning.
- II. A. What can the management do to satisfy the various level needs of workers as shown in Maslow's model?
- OR**
- B. Explain in detail how the 'figure-ground principle applies to our perception about objects'. Give examples.
- III. A. How does trait theory of personality differ from social learning theory? Can some of the traits be socially learned?
- OR**
- B. Explain in detail the various approaches to learning.
- IV. A. What are the inter-personal sources of power? Is the legitimate power really legitimate?
- OR**
- B. What steps can be taken to reduce and resolve conflict that is behavioural in nature?
- V. A. Explain the process of decision making in a group.
- OR**
- B. Discuss the principles of group dynamics.

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