

Reg. No.:.....

First Year MHA Degree Examinations, December 2012

**PAPER V - ORGANISATIONAL BEHAVIOUR & MANAGERIAL COMMUNICATION**

Time: 3 Hours

Max Marks: 100

- Answer all the questions
- Write Section A and Section B in separate answer books. Do not mix up questions from section A and section B

**QP Code:107380** SECTION A - ORGANISATIONAL BEHAVIOUR 50

**Essay:** (20)

1. Define stress. What are the causes and effects of occupational stress. Discuss briefly stress management techniques.

**Short Essay:** (10)

2. Explain the factors influencing organizational effectiveness

**Short notes:** (4x5=20)

3. Leadership styles
4. Job enrichment
5. Challenges and opportunities for organization behavior
6. Shaping behavior in organizations

**QP Code:108380** SECTION B - MANAGERIAL COMMUNICATION 50

**Essay:** (20)

1. Explain the various methods of group communication.

**Short Essay:** (10)

2. Discuss the non verbal communication

**Short notes:** (4x5=20)

3. Listening skills
4. Making formal speeches
5. Types of communication in the organization
6. Preparing a press release

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