Reg. No.: …….

First Year MHA Degree Examinations September 2017

(2013 Scheme)

ORGANISATIONAL BEHVIOUR & MANAGERIAL COMMUNICATION

Time: 3 Hours **Max Marks: 100**

- **Answer all the questions**
- **Write Section A and Section B in separate answer books(32 pages) Do not mix up questions from section A and section B**

QP Code: 127380 **SECTION A – ORGANISATIONAL BEHVIOUR** **50**

Essay: **(1x20=20)**

1. Explain the various components that determine group performance and satisfaction.

Short Essay: **(1x10=10)**

2. Content theories of motivation.

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

3. Developing effective work teams
4. Organizational development techniques
5. Factors influencing perception
6. Politics

…….

QP Code: 128380 **SECTION B – MANAGERIAL COMMUNICATION** **50**

Essay: **(1x20=20)**

1. Describe briefly on communication in an organization. Discuss the barriers to communication and measures to overcome these barriers.

Short Essay: **(1x10=10)**

2. List out the aspects in drafting a report

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

3. Electronic media in communication
4. Public speaking
5. Effective presentations
6. 7 c's of effective business writing.

****