Reg. No.: ……

First Year MHA Degree Regular/Supplementary Examinations
August 2019
Organizational Behavior & Managerial Communication

(2013 Scheme)

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 – Organizational Behaviour 50

Essay: **(20)**

1. Leadership is situational. Discuss.

Short Essay: **(10)**

2. Non-financial techniques of motivation.

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

3. Steps in decision making
4. Resolving group conflict
5. Personality attributes that influence organization behavior
6. Causes of employee absenteeism.

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QP Code: 128380 Section B – Managerial Communication 50

Essay: **(20)**

1. What is public relations. What are the functions of public relations. Describe briefly on the various tools.

Short Essay: **(10)**

2. Conducting meetings

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

3. Self esteem
4. Perceptual errors
5. Press relations
6. Principles of effective business writing

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