

First Year MHA Degree Supplementary Examinations January 2020
Organizational Behavior & Managerial Communication

- Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space**
- Answer all parts of a single question together • Leave sufficient space between answers**
- Draw table/diagrams/flow charts wherever necessary**
- Write Section A and Section B in separate answer books (32 pages) Do not mix up questions from section A and section B**

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(20)

1. Define organizational behavior. Explain the scope, significance and challenges in organizational behavior

(10)

2. Explain the importance of motivation in organization and also describe the types of motivation.

(4x5=20)

3. Laissez Faire leadership style
4. Factors contributing to group cohesiveness
5. Causes of absenteeism
6. Factors influencing job satisfaction.

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(20)

1. As a public relations officer how would you handle the media. Add a note on planning publicity of your organization.

(10)

2. What is a report. Explain the different elements of a formal report

(4x5=20)

3. What are the advantages of an interview
4. What is a memo. What are the components of a memo
5. What is the scope of public relations
6. Distinguish between formal and informal communication
