Reg. No.:		
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First Year MHA Degree Supplementary Examinations March 2023 Organizational Behavior & Managerial Communication (Common for 2013 and 2016 Scheme)

Time: 3 Hours Max Marks: 100 • 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 **QP Code: 127380** Section A – Organizational Behaviour 50 Essay: (20)1. Briefly describe the process of decision making. What are the different techniques of group decision making **Short Essay:** (10)2. What are the factors influencing organizational effectiveness (4x5=20)Short notes: 3. Value analysis 4. Causes of employee turnover 5. Types of group conflict 6. Job satisfaction QP Code: 128380 **Section B – Managerial Communication** 50 **Essay:** (20)1. What are the barriers to communication. Write a note on speeches for different occasions. **Short Essay:** (10)2. Write a note on planning and conducting group discussion **Short notes:** (4x5=20)3. Listening skills 4. Body language in communication 5. Choice of media in communication 6. Organizing a seminar *********