

**Reg. No.:** .....

First Year MHA Degree Examinations September 2018

**(2013 Scheme)**

# Organizational Behavior & 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 – Organizational 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. Factors influencing organizational effectiveness

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

- 3. Leadership styles
- 4. Job enrichment
- 5. Ergonomics
- 6. Value analysis

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**QP Code: 128380      Section B – Managerial Communication      50**

**Essay:** (20)

1. What are the various methods of group communication.

**Short Essay:** (10)

## 2. Nonverbal communication

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

### 3. Committees

- 4. Making formal speeches
- 5. Interviewing skills
- 6. Preparing a press release

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