

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
