

Printed Pages : 4



BM203

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 293203**

Roll No.

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**MAM**

(SEM. II) THEORY EXAMINATION, 2014-15  
**ORGANIZATION BEHAVIOUR**

Time : 3 Hours]

[Total Marks : 130

**SECTION - A**

Attempt all questions.

**15x2=30**

- 1 What is a learning organization?
- 2 Write any two challenges of Organizational behavior.
- 3 What do you understand by the term organizational behavior?
- 4 "Attitude is the result of perception process". Comment
- 5 What is Halo effect?
- 6 Define the term motivation.
- 7 Define group cohesiveness.
- 8 Define power. How it is different from authority?
- 9 Define organizational politics.

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- 10 What are dysfunctional conflicts?
- 11 Differentiate between weak and strong culture.
- 12 What do you understand by the term stress management?
- 13 Differentiate between group and a team.
- 14 Differentiate between perception and sensation.
- 15 Illustrate various qualities of a good manager.

### **SECTION - B**

Attempt any four of the following:

**4x10=40**

- 1 What are the various forms of Conflict that occur within an organization? Discuss the conflict resolution techniques.
- 2 What are the various types of group? Differentiate between a formal and informal group in detail. Why informal group comes into existence?
- 3 Explain Maslow need hierarchy theory of motivation. How it is different from Herzberg two factor theory of motivation.
- 4 "Learning is originated from reinforcement". Prove this statement in light of classical conditioning and operant conditioning theories of learning.
- 5 "People are similar yet they are different" comment on this statement and explain why is it important for modern managers to have skills in understanding people at work. Also explain various models of organizational behavior.

## SECTION - C

Attempt All Questions:

**5x12=60**

- 1** Attempt any two of the following: **6+6**
- (a) Discuss the nature of individual differences found in organizations. Reflect on the managerial implications of individual differences.
  - (b) Explain various frame work of organizational behavior.
  - (c) Highlight the relationship of organizational behavior with other disciplines.
- 2** Attempt any two of the following: **6+6**
- (a) What are various perceptual ambiguities? What are the various ways to overcome them?
  - (b) Define Personality. How Personality analysis can contributes to a better understanding of Organizational Behavior?
  - (c) Explain the various steps involved in the process of learning.
- 3** Attempt any two of the following: **6+6**
- (a) Define the term group development. Explain various stages involved in the group development.
  - (b) Briefly discuss the Theory X and Theory Y of Motivation.
  - (c) Explain the trait theory of leadership. How it is different from situational leadership theory?

**4** Attempt any two of the following: **6+6**

- (a) Explain the various group decision making techniques.
- (b) Explain transactional analysis and how does it helps in improving interpersonal relationships?
- (c) Explain the various types of power. What are the various strategies of acquiring power?

**5** Attempt any two of the following: **6+6**

- (a) What is grievance? What are its various types? Explain the steps involved in the process of handling grievance.
  - (b) Where does Stress come from? How high level of stress affects organizational culture?
  - (c) What are the various elements of Organizational culture? Discuss the importance of culture for an organization.
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