

DB-498

**M. B. A. (FT) (Second Semester)
EXAMINATION, 2012**

**ORGANIZATIONAL BEHAVIOUR
(CP-201)**

Time : Three Hours

Maximum Marks : 80

Section – A

(Short Answer Type Questions)

Note : Attempt any *four* questions. Each question carries 8 marks.

1. Define organizational behaviour and discuss its importance in the context of organization.
2. What do you understand by job satisfaction ? Describe the major causes of job satisfaction.
3. Define personality and indicate why it is relevant to organizational behaviour.
4. Discuss the concept and functions of group.
5. Describe need hierarchy theory of Maslow and discuss how it applies to improving behaviour in organization.
6. What do you understand by organizational conflict ? How is Johari window helpful in minimizing the conflict ?

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7. Describe the determinants of organizational climate.
8. Comment on sources and consequences of stress.

Section – B

(Long Answer Type Questions)

Note : Attempt any *three* questions. Each question carries 16 marks.

1. Discuss the challenges and opportunities faced by today's organizations.
2. Comment on any *two* of the following :
 - (a) Meaning of perception and factors influencing perception
 - (b) Transactional analysis and its importance in organization
 - (c) Stages of group formation
 - (d) Learning theories (any *two*)
3. Do you agree that motivation can be enhanced in organization ? Suggest some techniques to enhance the level of motivation of the worker.
4. Discuss the causes and consequences of organizational conflict and suggest ways to manage the conflict.
5. Discuss about forces for organizational change and describe why people resist to change.

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