

P1085

[4066] - 405

S.Y. M.C.A. (Engineering)

ORGANIZATION BEHAVIOR

(2008 Pattern) (Sem. - IV) (610913) (Elective - I)

(Theory)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:-

- 1) All questions are compulsory.
- 2) Answers to the two sections should be written in separate books.
- 3) Neat diagrams must be drawn wherever necessary.
- 4) Figures to the right indicate full marks.
- 5) Assume suitable data, if necessary.

SECTION - I

- Q1) a) i) Compare Autocratic model, Custodial Model, Supportive Model and Collegial Model of Organizational Behavior. [6]
- ii) Explain in detail Goal setting and Reward system. [6]

OR

- b) i) Explain Primary and Secondary motives. [6]
- ii) Explain in detail Autocratic and Supportive Model of Organizational Behavior. [6]

- Q2) a) i) Which are the defense mechanism for interpersonal conflict frustration? Which are the different types of motives? [6]
- ii) Explain Douglas McGregor's theory 'X' and 'Y'. [5]

OR

- b) i) Explain Fredrick Herzberg's two factor theory of motivation. [6]
- ii) Explain the. relationship of Morale to Productivity [5]

- Q3) a) Write short notes on: (any THREE): [12]
- i) Conflict Management.
 - ii) Performance Appraisal.
 - iii) Types of Groups.
 - iv) Team Effectiveness.

OR

- b) i) Which factors influence the human resource planning organization.
- ii) Explain how to handle levels of conflicts within an organization

SECTION - II

- Q4)** a) i) Define Leadership and list the qualities of a leader.
- ii) Write short notes on:
 - 1) Life Cycle Theory.
 - 2) Organizational Design.

OR

- b) i) Write short notes on :
 - 1) Organizational Climate.
 - 2) Leadership Style.
- ii) Explain Fielders Contingency model of leadership.

- Q5)** a) i) What are the forces responsible for Change.
- ii) What are the strategies for conflict resolution.

OR

- b) i) Write short notes on:
 - 1) Resistance to change.
 - 2) Constructive Conflicts.
- ii) How the change within an organization leads to the effective development of an organization.

- Q6)** a) Write short notes on:
- i) Downsizing.
 - ii) Benefits of T.Q.M.
 - iii) Learning organization.
 - iv) Benchmarking.

OR

- b) i) What is Quality in turn of an organization? Explain the techniques of T.Q.M.
- ii) What is the relation of re-engineering with empowerment?

