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Total No. of Questions : 6]

Dec-2013

P597

[4461] - 44

S.Y. M.C.A. (Engineering) (Semester - IV)

ORGANIZATION BEHAVIOUR

(2008 Course) (Elective - I)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Answers to the two sections must be written on separate answer 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) Define Organization Behavior. Explain any two models of Organization Behavior. [6]

ii) What is perception? Explain factors influencing perception. [6]

OR

b) i) Define Motivation. Explain how motivation affects performance. [6]

ii) Explain Goal setting and Reward system in detail. [6]

Q2) a) i) Explain Vector Vroom's expectancy theory of motivation. [6]

ii) Explain different types of motives in detail. [6]

OR

b) i) What is meant by Stress? What are the Sources of stress? [6]

ii) Explain how Morale and Productivity are related. [6]

Q3) a) i) What is Group? Explain different types of group in detail. [5]

ii) Explain how to handle levels of conflicts in an organization. [6]

OR

b) i) Explain how team effectiveness can be improved in an organization. [5]

ii) Explain factors influencing Human Resource Planning in organization. [6]

SECTION - II

- Q4)** a) i) Define Leadership. Explain various approaches to leadership. [6]
ii) Explain the various Organizational Structures in detail. [6]

OR

- b) i) State Hersey & Blanchard's theory of leadership. [6]
ii) Write short note on Organizational Culture. [6]

- Q5)** a) i) What is conflict? Explain conflict process with suitable examples. [6]
ii) Write short note on : [6]
1) Constructive conflicts.
2) Destructive conflicts.

OR

- b) i) Write short note on : [6]
1) Resistance to change.
2) Response to change.
ii) Explain how the change within an organization leads to organization effectiveness with suitable example. [6]

- Q6)** a) i) Write short note on : [6]
1) Benchmarking.
2) Downsizing.
ii) What is TQM? Explain in detail. [5]

OR

- b) i) What are benefits of TQM. [5]
ii) Write short note on : [6]
1) Learning organization.
2) Various Quality aspects.

