

Total No. of Questions : 5]

P5514

SEAT No. :

[Total No. of Pages : 2

[5659]-5002

First Year M.B.A. (Semester - I)

102 : ORGANIZATIONAL BEHAVIOUR

(2019 Pattern)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) Draw neat labeled diagrams wherever necessary.
- 2) Black figures to the right indicate full marks.
- 3) All Questions are compulsory.

Q1) Solve any five :

- a) What are the three levels of analysis in OB model? [10]
- b) According to Vroom's Expectancy Theory, identify three components of individual effort level. [2]
- c) What is "Organizational commitment"? [2]
- d) State two advantages and limitations of cohesive groups. [2]
- e) What are felt emotions and displayed emotions? [2]
- f) What are the steps involved in creating an organizational culture. [2]
- g) Enumerate two ways to manage stress? [2]
- h) The higher order needs in _____ theory specified by _____ is considered as Motivators as per _____. [2]
 - i) Achievement Motivation, David McClelland, Abraham Maslow.
 - ii) Hierarchy of Needs, Abraham Maslow, Frederick Herzberg
 - iii) Equity, Adam Smith, Victor Vroom
 - iv) Expectancy Theory, Porter Lawler, Adam Smith

Q2) Solve any two :

- a) Discuss the evolution of management thought in brief. [10]
- b) Explain Frederick Hertzberg's motivation hygiene theory. [5]
- c) What do you understand by transformational and transactional leadership? [5]

P.T.O.

Q3) Solve any one :

- a) In an organization what are the different areas or functions which are mostly affected by perception? [10]
- b) How would you demonstrate good teamwork skills? [10]

Q4) Solve any one :

- a) Articulate Different Strategies used for resolving Interpersonal Conflicts. [10]
- b) Examine at least 5 Organisational Strategies which can be used for Stress Management? [10]

Q5) Solve any one :

- a) Considering the contemporary dynamic work environment, it is clear that organizational behavior has to respond to the challenges faced at workplace. What is your view and why? [10]
- b) Explain with an example when and how 'coercion' strategy can be used to effectively overcome resistance to change. [10]

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