

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

PAPER ID : 270201

Roll No.

## MBA

(SEM. II) THEORY EXAMINATION 2013-14

### ORGANISATIONAL BEHAVIOUR

Time : 3 Hours

Total Marks : 100

#### SECTION-A

1. Answer **all** parts of this question in 50-75 words each. All parts carry equal marks : (10×2=20)

- (a) What are values ?
- (b) What is meant by Perception ?
- (c) What do you understand by Autocratic leadership ?
- (d) Define the term Attitude.
- (e) Explain the the concept of Group Dynamics.
- (f) Enlist various challenges and opportunities for the organisational behaviour.
- (g) What is Organizational Politics ?
- (h) What is Halo Effect ?
- (i) Enlist "Internal Factors" affecting Perception.

- (j) What are the major causes of stress ?

### SECTION-B

2. Answer any three parts of this question in 100-200 words each.

(3×10=30)

- (a) Discuss Herzberg Two-Factor Theory of Motivation in detail.
- (b) What is group cohesiveness? What are its determinants and discuss formal and informal groups.
- (c) What is organizational culture & its elements? How does it affect the behaviour of the people ?
- (d) How is Johari Window Model useful in analyzing the causes for inter-personal conflict ?
- (e) What is Grievance? Elucidate types of Grievance and process of handling Grievance.

### SECTION-C

Answer the following questions in 300-500 words each.

(5×10=50)

3. Describe Leadership. Explain Behavioural and Situational theories of leadership.

OR

Briefly explain the path goal theory. Discuss the situation where the followers can perform effectively without a leader.

4. Define Organisational Behaviour. Discuss its Nature, Scope and Importance.

OR

Explain Authority and relation between Power, Authority and Influence.

5. Explain Learning and its concept and discuss the theories of Learning in brief.

OR

Discuss the motivation-hygiene model and how it affects management decision making process.

6. Define Conflict. What are the sources of organizational conflict? How do we solve interpersonal conflict?

OR

What is stress management? Which are the reasons for stress in an organisation?

7. What is decision making? Give the process of decision making in a group.

OR

Explain Power, its sources, approaches and Uses of power in an organisation.