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Total No. of Pages : 02

Total No. of Questions : 15

MBA/MBA(IB) (Sem.-1st)

**ORGANIZATIONAL BEHAVIOUR**

Subject Code : MBA-102 (2012 Batch)

Paper ID : [C0102]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE CASE STUDY carrying EIGHT marks.

**SECTION-A**

behaviour? What are the challenges faced by the managers?

2. Explain operant conditioning of learning.
3. What is the main contribution of Maslow's theory of need hierarchy?
4. Write a short note on Johari window model.
5. Differentiate between functional and dysfunctional conflict.
6. State the reasons for resistance to change.

**SECTION-B**

**UNIT - I**

7. What is perception? Explain the perceptual process.
8. Critically examine the psychoanalytic approach to personality.

## **UNIT - II**

9. Differentiate between trait theory and contingency theory of leadership.
10. Define motivation. Critically explain the motivation-hygiene theory.

## **UNIT - III**

11. Differentiate between groups and teams. Explain the stages of group formation.
12. Explain the techniques of decision making. What are the challenges in achieving consensus in decision making in groups?

## **UNIT - IV**

13. Explain the various sources of stress in organisations. Also mention the strategies to overcome stress.
14. Discuss the concept of organizational change and development. What is s in bringing about a change?

## **SECTION-C**

### **CASE STUDY :**

15. In XYZ organisation, the members of a project management team used to report directly to the project manager. However, a change in the hierarchy was implemented, wherein the role of a team leader came into picture. The members of the team now had to report to that team leader directly. Some resistance was arising because of this new arrangement.

**Question :** As a project manager how will you convince the team members by specifying the merits of the new arrangement to report to the team leader?