

Roll No.

12003

MBA 2 Year 1st Semester (CBCS)

Examination – December, 2017

ORGANIZATIONAL BEHAVIOR

Paper : 16IMG21C3

Time : Three Hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : Attempt *all* the *eight* parts of the question in Section – A. Attempt *four* questions selecting *one* question from each Unit in Section – B. All questions carry equal marks.

SECTION – A

1. Explain the following :
 - (a) Organizational behaviour
 - (b) Emotional intelligence
 - (c) Organizational Learning
 - (d) Stress management
 - (e) Legitimate power

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(f) Organizational politics

(g) Job design

(h) Difference between proactive and reactive change

SECTION – B

UNIT – I

2. Why 'organizational behaviour' need to be learnt by aspiring managers ? What are major challenges before an OB manager during the next millennium ?

3. What do you mean by Ethics ? "Ethical issues arise out of everyday business decision." Comment. Also describe the guidelines for managing ethics in the workplaces in India.

UNIT – II

4. Define Perception. Explain the process of perception in organizational behaviour. How can we overcome perceptual distortions ?

5. What is attitude ? What are the different components of attitude ? Can attitudes be changed ?

UNIT – III

6. Define and describe the characteristics and types of groups. How do groups develop and in what way do they differ from a team ?

7. What causes conflicts in organizations ? What approach do you suggest for conflict management ?

UNIT – IV

8. What is the significance of Organizational Structure ? Briefly discuss the ways and means of dividing and coordinating labour in a functional organization. Explain with examples.

9. "Creation of organization culture is a long term process." Explain.