

**DEPARTMENT OF MANAGEMENT
SCHOOL OF MANAGEMENT & BUSINESS STUDIES
JAMIA HAMDARD**

Odd Semester Examination (Online) March 2021
MBA [Semester I]

Subject Name: Organizational Behaviour and Management Process

MM: 75

Subject Code: MBA-FG-107

Time: 03Hours

Email Id of the Examiner: haquesnh@rediffmail.com

Email Id of the Assistant Superintendent of Exams: mba1march2021@gmail.com

Email Id of Dean: deanmanagement@jamiahamdard.ac.in

Note:

- Students have to submit the **Scanned hand written solutions** to the Examiner, Assistant Superintendent of Examination and Dean on the email ids as mentioned above.
- Students shall use **ruled white paper & blue ink** to write the solution. Each page must have a **serial number and the signature** of the student.
- An additional ½ an hour will be given to the examinees to scan the answer sheets, convert it into single PDF and upload it on the id's given on the question papers.
- If any two copies are found to be similar then both the copies shall be cancelled. Such students will be considered/ tried for unfair means.
- The attached PDF shall be named as follows –
Full Name-Enrollment Number-Course-Semester-Subject Abbreviation (Example: Rabia Shaheen-2017-334-032-MBA-III-QTM) and students shall also mention the same in subject line of the email & his/her answer copy also.
- Answer All Questions, each carry equal marks.

- (1) Why is Organizational Behaviour important for the management of organization? What new developments in the present business environment have made the role of OB more crucial?
- (2) Explain the process of conflict and different strategies of conflict management in organizational context. Give examples.
- (3) What is Behaviour Modification? Discuss the importance and role of learning in behaviour modification in organization.
- (4) Explain the implications of stress on individual's performance. Discuss the strategies of coping with stress among workers and managers in modern organizations.
- (5) "Leader effectiveness is contingent upon whether the style used is appropriate to the demands of the situation." Critically examine the leadership theory that advocates this view.

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