

Your Roll No.

MBA SEMESTER I EXAMINATION, 2017

Paper-MBA-FG-107

ORGANIZATIONAL BEHAVIOUR AND MANAGEMENT PROCESS

Time: Three Hours

Maximum Marks: 75

(Write your Roll No. at the top immediately on receipt of this question paper)

Answer any FIVE from the following questions. All question 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) What is Behaviour Modification? Discuss the importance and role of learning in behaviour modification in organization.
- (3) Explain the process of conflict and different strategies for managing conflict in an Organizational. Give examples.
- (4) Why are organizational changes often resisted by individuals and groups within the organization? How can such resistance be prevented or overcome?
- (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.
- (6) What are the factors that induce and sustain group cohesiveness? What are the effects of group cohesiveness on the members and the organization?
- (7) State the concept and nature of stress. What are the potential sources of stress? Discuss the strategies of coping with stress among workers in modern organizations.
- (8) Write short notes on any THREE of the following:

(3X5)

- (a) Attribution theory
- (b) Corporate Social Responsibility
- (c) Personality
- (d) Two factors theory
- (e) Organizational Climate

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