

**Department of Management,
Jamia Hamdard
MBA SEMESTER- I EXAMINATION, 2018
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) What is Organizational Behaviour? Why do managers need a conceptual framework for studying behaviour in organizations?
- (2) Discuss the relationship between scientific management and administrative management approach of classical theory. What is the main contribution of Henry Fayol to the theory of organization?
- (3) "Motivation is the core of Management." In the view of the statement, what practical suggestion would you offer to the management to motivate its staff in organization?
- (4) What is Behaviour Modification? Discuss the importance and role of learning in behaviour modification in organization.
- (5) How can you enhance your effectiveness as a leader on the basis of your knowledge of leadership theories? Explain.
- (6) "Change is highly important to the success of an organization, but many people have the tendency, overtly or covertly, to resist it". How do you think resistance to change can be overcome?
- (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=15)**
 - (a) Organizational Climate
 - (b) Selective perception
 - (c) Span of control
 - (d) Corporate social responsibilities.
 - (e) Burn out and Life trauma

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