

Total No. of Questions : 5]

P6859

SEAT No. :

[Total No. of Pages : 2

[5860]-102

M.B.A.

102 - GC - 02 : ORGANIZATIONAL BEHAVIOUR

(2019 Pattern) (Semester - I) (Theory)

Time : 2 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Each question carries 10 marks.*
- 3) *Figures to the right side indicate full marks.*

Q1) Answer any 5 :

[10]

- a) What is organisational Behaviour?
- b) What are values?
- c) Define personality.
- d) What is Fundamental Attribution error.
- e) Define the concept of instrumentality from Vroom's model.
- f) Name any 3 traits of leaders.
- g) What are the 3 components of attitude.
- h) What is Eustress?

Q2) Answer any 2 :

[10]

- a) Explain the importance of informal groups in organizations.
- b) What are complimentary transactions and crossed transaction? When should a crossed transaction be used?
- c) Elaborate upon any 5 strategies for managing resistance to change.

P.T.O.

Q3) a) How will social perception affect the selection process and performance appraisal in an organisation. **[10]**

OR

b) With the help of JOHARI window discuss how interpersonal interaction can be made more effective.

Q4) a) Do you feel that 'Loves of Control' of a person will affect his/her job satisfaction? Explain with a relevant example. **[10]**

OR

b) Differentiate between the custodial and collegial models of OB.

Q5) a) What are the probable individual stressors for an employee who is working from home? How can they be managed? **[10]**

OR

b) Your subordinate Amit is a very sincere, knowledgeable and committed but is always hesitant in taking decisions. Being his boss how will you motivate Amit to take decisions?

