

OCT/NOV-2022

Total No. of Questions : 5]

SEAT No. :

PA-4332

[Total No. of Pages : 2

[5946]-12

M.B.A.

**GC-02 : ORGANIZATIONAL BEHAVIOUR
(2019 Revised Pattern) (Semester - I) (102)**



Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Each question carries equal marks.
- 3) Draw neat labelled diagrams wherever necessary.

Q1) Attempt any five of the following

[2 each]

- a) Define attitude
- b) Draw Johari Window with proper labelling.
- c) State the full form of SOBC
- d) Define Stereotyping
- e) Define Eustress
- f) What is workplace spirituality
- g) Name two formal groups
- h) Give any two attributes of adult ego state

Q2) Solve any two of the following :

[5 each]

- a) Explain the process of group formation.
- b) Discuss five intentions of conflict management.
- c) Describe any two individual factors affecting perception.

P.T.O.

Q3) Solve any one of the following :

[10]

- a) A company wants to hire a customer care executive. What would be the suitable personality profile according to Big five personality model?
- b) In a dynamic business world, what are the challenges faced in managing organizational behaviour.

Q4) Solve any one of the following :

[10]

- a) Mr. Sharma is often late to office due to heavy traffic on his route. With the help of attribution theory, discuss the attribution, the manager does.
- b) Which model of OB will be suitable for an research and development lab? Why?

Q5) Solve any one of the following :

[10]

- a) ABC company employees face stress due to fear of job loss, health issues and family problems. As a manager, what stress management techniques will you implement?
- b) If an employee is not sure that reward will follow performance, it is very unlikely that he/she will put any efforts. Discuss using Vroom's theory.

