

Total No. of Questions : 5]

SEAT No. :

P5514

[Total No. of Pages : 2

[5659]-5002

First Year M.B.A. (Semester - I)
102 : ORGANIZATIONAL BEHAVIOUR
(2019 Pattern)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Draw neat labeled diagrams wherever necessary.*
- 2) *Black figures to the right indicate full marks.*
- 3) *All Questions are compulsory.*

Q1) Solve any five :

[10]

- a) What are the three levels of analysis in OB model? **[2]**
- b) According to Vroom's Expectancy Theory, identify three components of individual effort level. **[2]**
- c) What is "Organizational commitment". **[2]**
- d) State two advantages and limitations of cohesive groups. **[2]**
- e) What are felt emotions and displayed emotions? **[2]**
- f) What are the steps involved in creating an organizational culture. **[2]**
- g) Enumerate two ways to manage stress? **[2]**
- h) The higher order needs in _____ theory specified by _____ is considered as Motivators as per _____. **[2]**
 - i) Achievement Motivation, David McClelland, Abraham Maslow,
 - ii) Hierarchy of Needs, Abraham Maslow, Frederick Herzberg
 - iii) Equity, Adam Smith, Victor Vroom
 - iv) Expectancy Theory, Porter Lawler, Adam Smith

Q2) Solve any two :

[10]

- a) Discuss the evolution of management thought in brief. **[5]**
- b) Explain Frederick Hertzberg's motivation hygiene theory. **[5]**
- c) What do you understand by transformational and transactional leadership? **[5]**

P.T.O.

- Q3) Solve any one :** [10]
- a) In an organization what are the different areas or functions which are mostly affected by perception? [10]
 - b) How would you demonstrate good teamwork skills? [10]
- Q4) Solve any one :** [10]
- a) Articulate Different Strategies used for resolving Interpersonal Conflicts. [10]
 - b) Examine atleast 5 Organisational Strategies which can be used for Stress Management? [10]
- Q5) Solve any one :** [10]
- a) Considering the contemporary dynamic work environment, it is clear that organizational behavior has to respond to the challenges faced at workplace. What is your view and why? [10]
 - b) Explain with an example when and how 'coercion' strategy can be used to effectively overcome resistance to change. [10]

