

[11006]

M.B.A. DEGREE EXAMINATIONS

FIRST SEMESTER

Paper - VI : ORGANIZATIONAL BEHAVIOUR

(W.E.F. 2016-17 Admitted Batch)

Time : 3 Hours

Maximum : 75 Marks

SECTION - A

Answer any **Five** questions not exceeding **one** page each. (5×4=20)

1. a) Challenges of Organizational Behaviour.
- b) Explain the Herzberg's Two factor theory.
- c) State the reasons for resistance to change.
- d) What is Organizational Effectiveness?
- e) What is Sub-Culture?
- f) What is the meaning of work teams?
- g) What are the biographical characteristics?
- h) What is Innovation?

SECTION - B

Answer **All** questions not exceeding **Four** pages each. (5×8=40)

2. a) What is personality? And explain the factors influencing personality of an individual.

(OR)

- b) What is perception? And explain the perceptual process of perception.
3. a) Differentiate between groups and teams. Explain the stages of group formation.

(OR)

- b) Differentiate between trait theory and contingency Theory of leadership.
4. a) What is Conflict? What are its causes and how it can be managed effectively?

(OR)

- b) What is Negotiation? And suggest successful negation measures.
5. a) Explain the concept of organizational change and development. What is the role of change agents in bringing about a change?

(OR)

- b) What is the difference between planned and unplanned change? Which is easier why?
6. a) What is Stress Management? Which are the reasons for stress in an organization?

(OR)

- b) What is decision making? Give the process of decision making in a group.

SECTION-C**(Compulsory)****7. Case Study. (15)**

In XYZ organization, the members of a project management team used to report directly to the project manager. However, a change in the hierarchy was implemented, where in the role of a team leader came into picture. The members of the team now had to report to that team leader directly. Some resistance was arising because of this new arrangement.

Question:

As a project manager how will you convince the team members by specifying the merits of the new arrangement to report to the team leader?
