



AAO-010-003201 Seat No. _____

M.B.A. (CBCS) (Sem. II) Examination

April / May – 2016

Organisational Behaviour (CCT-10201)

Faculty Code : 010
Subject Code : 003201

Time : 3 Hours] [Total Marks : 70

Instruction : All questions carry equal marks.

1 Give short answers : (any seven) 14

- (1) Self actualisation needs
- (2) Values
- (3) Ethical dilemma
- (4) Principle of proximity
- (5) Whistle Blowing
- (6) Halo effect
- (7) Attitude
- (8) Team
- (9) Group loafing.

2 (a) What do you mean by stress ? Briefly explain various stress coping strategies. 7

(b) Define motivation. Compare Two factor theory and ERG theory of motivation. 7

OR

2 (a) Define personality. What are the determinants of personality ? 7
(b) What do you mean by positive and negative reinforcement and 7
in what situation they can be used ?

3 Define the term "Group". What are the different types of group and **14** why people join groups ?

OR

3 Assume you are a manager of a multi-national organisation. **14** What different types of conflict you may face and how will you manage those different conflicts at workplace ?

4 (a) Define OD and write down pre-requisites for OD. **7**
(b) You are a manager of a multinational corporation, how will you encourage cross cultural communication at work place ? **7**

OR

4 (a) Define leadership and explain managerial grid theory of leadership. **7**
(b) Can organization prevent resistance to change ? If yes, how ? **7**

5 Define organisational behaviour and explain different models of the same. **14**
