



DS-010-003201

Seat No. _____

**Master of Business Administration
(Sem. - II) (CBCS) Examination**

April / May – 2015

CCT - 10201 : Organisational Behaviour

Faculty Code : 010

Subject Code : 003201

Time : 3 Hours]

[Total Marks :70

Instruction : All questions carry equal marks

Q:1 Give short answers (Any Seven) (14)

1. In group and Out group
2. Values
3. Ethical dilemma
4. Principle of Uniformity
5. Whistle Blowing
6. Intra group conflict
7. Country club
8. Team
9. Groupthink

Q:2 a) What challenges a manager has to address in relation to the organisational behaviour? (7)

b) What types of stress a manager in a competitive multinational company observe and what strategy manager can use in coping the same? (7)

Or

Q:2 a) Explain the effect of globalisation on organisational behaviour and need for cross cultural training. (7)

b) Define Organisational Development and also write down pre-requisites of OD. (7)

Q:3 Can a person with no formal authority or expertise be a leader? – Justify your answer and Explain Managerial Grid theory of Leadership. (14)

Or

Q:3 How are groups formed? Why is it important for managers to be able to work well among groups? (14)

Q:4 a) How can personality be measured using traits? What are the limitations of the traits approach to personality? (7)

b) Define the term 'Perception'. Being a manager how will you improve your perceptual skill? (7)

Or

Q:4 a) What is Conflict? Explain the various conflict management styles. (7)

b) Write a note on Positive and Negative Reinforcement. (7)

DS-010-003201]

1

[Contd....

Q:5 Ashwini Chaturvedi is disinterested in his work, and goes about his daily chores in unsentimental way. He does what he is told to do, and that is all he does. His boss likes him because he is unintrusive, and is generally not a negative influence. He gives several pap talks, and Ashwini Chaturvedi nods in approval each time, but goes back to his ways as soon as he is out of the boss's office. How does the boss motivate Ashwini Chaturvedi? (14)

