



RE-014-003907

Seat No. _____

M.P.M. (Sem. IX) Examination

February - 2019

Human Behaviour in the Organization

Faculty Code : 014

Subject Code : 003907

Time : 3 Hours]

[Total Marks : 80

Instructions :

1. Answer any **three** from each section except question 1 and 5 are compulsory.
2. Figures to right indicate marks.
3. Draw neat and clean diagram where required.

SECTION – 1

1 Answer any **seven** out of given **10** questions : **2×7=14**

1. Define Organizational Behaviour.
2. Draw the diagram of Maslow's Hierarchy Needs.
3. Define Values.
4. What is Cognitive Dissonance ?
5. Name different types of Leadership Theories.
6. Define Transactional Analysis.
7. Define Organizational Culture.
8. Who are Change Agents ?
9. What is Dysfunctional Conflict ?
10. Define Organizational Development.

2 Answer the Following :

- A. Explain in detail Complementary Transactions. **7**
- B. Define Motivation and explain Importance of Motivation in an Organization. **6**

- 3 Answer the Following :
- A. Explain in detail Herzberg's two-factor theory of motivation and also limitations of Theory. 7
- B. Write Short Note on Cognitive Dissonance. 6
- 4 Answer the Following :
- A. What is Trait Theory ? Explain its limitations and Implications. 7
- B. Explain 4 Stages of Group Forming Process. 6

SECTION - 2

- 5 Answer any **two** out of **three** : 7×2=14
1. Differentiate between Group and Team.
 2. Explain Types of Values in the Organization.
 3. Explain Lewin's three step Change Model.
- 6 Answer the Following :
- A. Explain in Detail Managerial Grid Model of leadership. 7
- B. Explain in detail Sources of Organizational Resistance to Change. 6
- 7 Answer the Following :
- A. Explain in detail Conflict Process. 7
- B. Explain in detail Johari Window. 6
- 8 Answer the Following :
- A. Explain in detail any two Model of Organizational Behaviour. 7
- B. Which are Kotter's eight steps plan for Implementing Change. 6