

09/05/2024

Total No. of Questions : 5]

SEAT No. :

PB2049

[Total No. of Pages : 2

[6201]-102

First Year M.B.A.

102-GC-02 : ORGANIZATIONAL BEHAVIOUR

(Revised 2019 Pattern) (Semester - I)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Figures to the right indicates full marks.
- 3) All questions carry equal marks.

Q1) Attempt any five

[5×2=10]

- a) Define Organization.
- b) What are the three components of Attitude.
- c) What is the motivations process.
- d) Enumerate two differences between group & team.
- e) What is constructive conflict?
- f) Name any two Artifacts of culture?
- g) What is work life balance.
- h) Name any two forces for organisational change.

Q2) Attempt Any Two.

[2×5=10]

- a) Distinguish between Autocratic Model & Democratic Model.
- b) What is a complimentary transaction? Should it be used always? Why?
- c) Explain porter lawler model of motivation.

Q3) a) Discuss the importance of personality in performance. Explain the Myers-Briaas Type indicator & the Bia Five personality model, along with explanation of positive & negative personality traits. [10]

OR

- b) What are the three key stages of kurt Lewin's Three-step Model of organisational change. Discuss the forces for change & resistance to change anticipated in switching from manual attendance to digital attendance in Retail outlet. [10]

P.T.O.

**Q4) a)** Discuss the Blake & Moutons managerial grid of leadership. In what situation will (1, 9) style of leadership be effective. [10]

OR

**b)** What do you mean by stress? As a HR manager in the IT sector, design five strategies for managing stress in IT sector. [10]

**Q5) a)** Define perception. What are the key factors that influence perception. How will social perception affects the selection process of medical representative in a pharmaceutical company. [10]

OR

**b)** Distinguish between formal & informal groups. Why do you think it is more difficult to manage informal groups than formal groups for manager. [10]



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[Total No. of Pages : 2

P7869

[6118]-1002

First Year M.B.A.

102-GC 02 : ORGANIZATIONAL BEHAVIOUR

(2019 Revised) (Semester-I)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.

Q1) Answer any Five (2 marks each)

- a) Define O.B.
- b) Name any four traits of leaders.
- c) Name the determinants of personality.
- d) What is stereotyping?
- e) Name any two types of formal groups.
- f) What is Halo effect?
- g) What is Eustress
- h) What is workplace spirituality

Q2) Answer any two (5 marks each)

- a) Explain the maslows need Hierachy theory of motivation.
- b) Explain the components of Emotional Intelligence in detail.
- c) Explain the Kurt Lewins model of change management

Q3) a) Using vrooms model, explain how would you motivate an employee to do work efficiently.

OR

- b) Identify and explain four strategies for stress management for employees in IT sector.

P.T.O.

Q4) a) HR department wants to increase incentive where as finance department wants to increase the net profit. Explain which strategies the CEO will adapt to solve the conflict.

OR

b) Analyse the 5 components of Big five personality model for a marketing manager of an automobile company.

Q5) a) What is the difference between group and Team why is the cricket team called a team and not a group and why?

OR

b) According to Eric Berne what are transaction? What are 3 types of transactions and why do cross transactions not continue?



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Total No. of Questions : 5]

SEAT No. :

PA-4332

[Total No. of Pages : 2

[5946]-12

M.B.A.

**GC-02 : ORGANIZATIONAL BEHAVIOUR  
(2019 Revised Pattern) (Semester - I) (102)**

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Each question carries equal marks.
- 3) Draw neat labelled diagrams wherever necessary.

Q1) Attempt any five of the following

[2 each]

- a) Define attitude
- b) Draw Johari Window with proper labelling.
- c) State the full form of SOBC
- d) Define Stereotyping
- e) Define Eustress
- f) What is workplace spirituality
- g) Name two formal groups
- h) Give any two attributes of adult ego state

Q2) Solve any two of the following :

[5 each]

- a) Explain the process of group formation.
- b) Discuss five intentions of conflict management.
- c) Describe any two individual factors affecting perception.

P.T.O.

Q3) Solve any one of the following : [10]

- a) A company wants to hire a customer care executive. What would be the suitable personality profile according to Big five personality model?
- b) In a dynamic business world, what are the challenges faced in managing organizational behaviour?

Q4) Solve any one of the following : [10]

- a) Mr. Sharma is often late to office due to heavy traffic on his route. With the help of attribution theory, discuss the attribution, the manager does.
- b) Which model of OB will be suitable for an research and development lab? Why?

Q5) Solve any one of the following : [10]

- a) ABC company employees face stress due to fear of job loss, health issues and family problems. As a manager, what stress management techniques will you implement?
- b) If an employee is not sure that reward will follow performance, it is very unlikely that he/she will put any efforts. Discuss using Vroom's theory.



9 March 2023

Total No. of Questions : 5]

SEAT No. :

PA-4154

[Total No. of Pages : 2

[5946]-102

First Year M.B.A.

102-GC-02 : ORGANIZATIONAL BEHAVIOUR

(2019 Pattern) (Semester-I)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Each question carries 10 marks.
- 3) Figures to the right indicate marks for question.

Q1) Answer any 5.

[5×2=10]

- a) What are the three levels of organizational behaviour?
- b) What are the five key elements of emotional intelligence.
- c) Name five elements of Big five personality model.
- d) Define selective perception.
- e) Name three ego status of transactional analysis.
- f) Define Group Dynamics.
- g) Name four quadrants of JOHARI Window.
- h) According to equity theory, What will an employee who perceives inequity do?

Q2) Answer any 2.

[2×5=10]

- a) Explain the modern view of organizational conflict.
- b) Define perception. Explain the factors effecting perception.
- c) Name the factors in job satisfaction and discuss it's relation with employee turnover and absenteeism.

Q3) On the basis of Herzberg theory, how can a manager ensure that a dissatisfied employee becomes a satisfied employee.

[10]

OR

What do you feel about the leadership style are being used in private and public sector of india. Elaborate with relevant examples.

[10]

P.T.O.

**Q4) Differentiate between custodial & supportive model of organizational Behaviour. [10]**

OR

Enumerate physical & emotional symptoms of stress handled by employees of various sectors during covid pandemic. Discuss the remedies to overcome it. [10]

**Q5) Explain the process of team formation, outline, the hindrance in it and how can they be overcome to form effective team. [10]**

OR

You have joined a company as a manager a week ago. Your management believes that you are a change champion. You have come to know that your company has a history of "Following the leader". So, what changes can you implement in your company to foster innovation? Mention any five. [10]

Total No. of Questions : 5]

SEAT No. :

P6859

[Total No. of Pages : 2

[5860]-102

M.B.A.

**102 - GC - 02 : ORGANIZATIONAL BEHAVIOUR  
(2019 Pattern) (Semester - I) (Theory)**

*Time : 2 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Each question carries 10 marks.*
- 3) *Figures to the right side indicate full marks.*

**Q1) Answer any 5 :**

**[10]**

- a) What is organisational Behaviour?
- b) What are values?
- c) Define personality.
- d) What is Fundamental Attribution error.
- e) Define the concept of instrumentality from Vroom's model.
- f) Name any 3 traits of leaders.
- g) What are the 3 components of attitude.
- h) What is Eustress?

**Q2) Answer any 2 :**

**[10]**

- a) Explain the importance of informal groups in organizations.
- b) What are complimentary transactions and crossed transaction? When should a crossed transaction be used?
- c) Elaborate upon any 5 strategies for managing resistance to change.

*P.T.O.*

Q3) a) How will social perception affect the selection process and performance appraisal in an organisation. [10]

OR

b) With the help of JOHARI window discuss how interpersonal interaction can be made more effective.

Q4) a) Do you feel that 'Loves of Control' of a person will affect his/her job satisfaction? Explain with a relevant example. [10]

OR

b) Differentiate between the custodial and collegial models of OB.

Q5) a) What are the probable individual stressors for an employee who is working from home? How can they be managed? [10]

OR

b) Your subordinate Amit is a very sincere, knowledgeable and committed but is always hesitant in taking decisions. Being his boss how will you motivate Amit to take decisions?



Dec 2019

Total No. of Questions : 5]

SEAT No. :

[Total No. of Pages : 2

P5514

[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]

