

M.C.A. Sem - III (Choice Based Credit System 2011 & 2012 Course) :
SUMMER - 2019

SUBJECT: ORGANIZATIONAL BEHAVIOUR

Day: Friday
Date: 03/05/2019

S-2019-2173

Time: 02.00 PM TO 05.00 PM
Max. Marks: 100

N.B.:

- 1) Attempt any **FOUR** questions from Section –I and any **TWO** questions from Section –II. .
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Answers should be written in **SAME** answer book.
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SECTION-I

- Q.1** Explain the different models of organization behavior. (15)
- Q.2** Discuss the stages of group development. (15)
- Q.3** What is conflict? Explain the different types of conflict. (15)
- Q.4** Explain the theory of hierarchy of needs of Maslow. (15)
- Q.5** Explain the need for change in the organization and the role of change agent in the process of change. (15)
- Q.6** Write short notes on any **TWO** of the following: (15)
- a) Perceptual errors
 - b) Advantages of group decision making
 - c) Traits of a good leader
 - d) Creating learning organization

SECTION-II

- Q.7** You have been made the leader of a team that is working on developing a highly confidential software. What steps would you take to develop your team to accomplish the mission effectively? (20)
- Q.8** Working in today's organizations has become highly stressful. What are the various causes of stress you would identify and what would you recommend to overcome work- related stress. (20)
- Q.9** You are the Manager of a department in a software company that has decided to implement change in company's operation. You realize that there is a strong resistance to change among your subordinates. What would be the possible reasons for resistance to change and how would you go about building support for change. (20)

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