

S.D.E.

M.C.A. Sem - III : SUMMER - 2019

SUBJECT : COMMUNICATION AND ORGANIZATIONAL BEHAVIOUR

Day : Thursday
Date : 16/05/2019

S-2019-5263

Time : 10.00 AM TO 1.00 PM
Max. Marks : 80

N. B. :

- 1) Attempt **ANY FIVE** questions from Section – I. Attempt **ANY TWO** questions from Section – II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SAME** answer books.

SECTION - I

- Q. 1** What is the process of Communication? Differentiate between verbal and non-verbal communication. (10)
- Q. 2** Discuss in detail importance of written communication and various types of written communication require in today's organization. (10)
- Q. 3** Define organization behavior and explain importance of organization behavior study in software development industry. (10)
- Q. 4** Explain the meaning of perception. Describe its need and importance in organization behavior. (10)
- Q. 5** What are the functions performed by groups? How can groups be used for achieving organization goal. (10)
- Q. 6** Discuss in detail importance of power and politics in an organization. (10)
- Q. 7** Write short notes on **ANY TWO** of the following: (10)
- a) Organizational Change
 - b) Attitude
 - c) Personality Traits
 - d) Determinants of organization structure

SECTION - II

- Q. 8** Prepare a note on personality factors/traits required for newly joined management trainees for successfully running organizational activities. (15)
- Q. 9** As a head of newly formed manufacturing firm. Design organization structure considering problems of power and authority for effective functioning of organization. (15)
- Q.10** Your organization facing problem of conflict between management and labour union, related to working conditions and salary issues. What steps you will adopt to resolve conflict between management and labour union. (15)

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