

S.D.E.
M.B.A. (I.T.) Sem-I (2013 Course) : SUMMER - 2019
SUBJECT : ORGANIZATIONAL BEHAVIOUR

Day : Tuesday
Date : 07/05/2019

Time 10.00 AM TO 1.00 PM
Max. Marks : 70

S-2019-5152

N.B.:

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

SECTION – I

- Q.1** Define organizational behavior and explain with examples multidisciplinary approach to organizational behavior. [10]
- Q.2** What is perception? Highlight perception process and state perceptual errors with appropriate examples. [10]
- Q.3** What is personality? Can personality be improved? State Psycho Analytical Theory. [10]
- Q.4** What is conflict? Why conflicts arise in an organization and also explain ways and means to make the organization conflict free? [10]
- Q.5** Write short notes on **ANY TWO** of the following: [10]
- a) Maslow's Hierarchy of needs
 - b) Qualities of leader
 - c) Culture

SECTION – II

- Q.6** Explain as to how “Group Decision Making” Process reduces conflicts. [15]
- Q.7** Your IT organization has received an assignment from a USA client. Your organization intends to recruit fresh MBA (IT) students and inculcate desired values amongst them ready for team work. Explain as to how you will achieve this? [15]
- Q.8** Due to severe competition your engineering organization has started controlling expenses as well as seeing off inefficient officers. This has led to high levels of insecurity amongst officers. What strategies you suggest to motivate the existing employees and keep their morale high? [15]

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