

I.M.C.A. SEM-VII (2014 COURSE) CBCS : SUMMER - 2018
SUBJECT : ORGANISATIONAL BEHAVIOUR

Day : **Monday**
Date : **07/05/2018**

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

S-2018-1776

N.B.

- 1) Attempt any **FOUR** questions from section-I and **TWO** questions from Section-II.
- 2) Figures to right indicate **FULL** marks.
- 3) Answers to both sections should be written in **SEPARATE** answer books.

SECTION – I

- Q.1** What do you understand by Organizational Behaviour? State the challenges before Organizational Behaviour? [15]
- Q.2** Discuss Perception and outline the process of perception in detail. [15]
- Q.3** An individual can't achieve the target but a team can do it more effectively – Discuss. [15]
- Q.4** What is Motivation? Elaborate on Maslow's Need Hierarchy Theory of Motivation. [15]
- Q.5** What do you understand by Organizational Change? Enlist the factors that act as a stimulus to change. [15]
- Q.6** Elaborate with examples on constructive and destructive conflicts. [15]
- Q.7** Write short notes on any **TWO**: [15]
- a) Vroom's Expectancy Theory
 - b) Supportive Model
 - c) Causes of Stress

SECTION – II

- Q.8** Which type of Leadership will be suitable for the following: [20]
- i) Followers are unskilled and immature
 - ii) Followers are highly talented and well-disciplined
- Q.9** Employees in a pharmaceutical company are worried about the new ISO Process management that the management wants to implement. What steps will you suggest for such a change implementation? [20]
- Q.10** It is generally observed in a BPO/KPO turnover ratio is high because of job conditions prevailing. What stress coping strategies should be suggested to the employees working in such conditions? [20]

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