

**S.D.E.**

**M.B.A. (I.T.) SEM-I (2013 COURSE) : SUMMER - 2018**

**SUBJECT: ORGANIZATIONAL BEHAVIOR**

Day: **Monday**  
Date: **04/06/2018**

**S-2018-4515**

Time: **10.00 A.M. TO 1.00 P.M.**  
Max. Marks: 70

**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 to both the sections should be written in the **SEPARATE** answer books.

**SECTION-I**

- Q.1** Discuss in detail importance of organizational behavior and challenges in today's competitive world. (10)
- Q.2** Explain how attitude helps to achieve organizational goals. (10)
- Q.3** Differentiate the qualities of manager and leader. (10)
- Q.4** Discuss Maslow's hierarchy of needs theory. (10)
- Q.5** Explain the various types of conflict management techniques. (10)
- Q.6** Write a short note on **ANY TWO**: (10)
- a) Charismatic leadership
  - b) High performance teams
  - c) Matrix organization

**SECTION-II**

- Q.7** Absenteeism is very high in your organization, which is affecting productivity and efficiency of your organization. How you will solve this problem? (15)
- Q.8** Design an organization structure for new medium scale software development company. (15)
- Q.9** Prepare a note to C.E.O. for your organization on steps to be taken to resolve conflict between labour union and management regarding low quality food provided in factory canteen. (15)

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