

**M.C.A. SEM - III (CHOICE BASED CREDIT SYSTEM 2011 &  
2012 COURSE ) : WINTER - 2017**

**SUBJECT: ORGANIZATIONAL BEHAVIOUR**

Day: **Monday**  
Date: **20/11/2017**

**W-2017-1699**

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

**SECTION-I**

- Q.1** Define organizational behaviour. Discuss the importance of organizational behaviour. (15)
- Q.2** What is perception? Explain the process of perception and perceptual errors. (15)
- Q.3** Discuss the difference between groups and team. What are the steps required to create effective team. (15)
- Q.4** Explain Herzberg's two factor theory. (15)
- Q.5** What are the traits of a good leader? Enumerate the difference between leader and manager. (15)
- Q.6** Write short notes on any **TWO** of the following: (15)
- a) Autocratic and custodial model of organizational behaviour
  - b) Psycho- Analytical theory
  - c) Stages of group development
  - d) Constructive and destructive conflicts

**SECTION-II**

- Q.7** You as a manager of a software development firm have brought 10 professionals to form a team and work on an important project. You have to give a talk to these professional on group decision making. What are the factors you would consider on the advantages of group decision making? (20)
- Q.8** As a professional consultant what would you suggest the management of a firm for creating learning organization? (20)
- Q.9** As a consultant to the corporate what are the various approaches you would suggest for the management of stress. (20)

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