

S.D.E.

M.C.A. SEM - III : WINTER - 2017

SUBJECT : COMMUNICATION AND ORGANIZATIONAL BEHAVIOUR

Day : Friday

Time : 10.00 A.M. TO 1.00 P.M.

Date : 22/12/2017

W-2017-4425

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 SEPARATE answer books.
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SECTION - I

- Q. 1 Explain in detail importance and benefits of communication in today's competitive business environment. (10)
- Q. 2 Discuss the various types of organization and importance in the Indian business context. (10)
- Q. 3 What is group dynamics? Explain the process of group decision making. (10)
- Q. 4 How does the study of personality help in understanding organization behavior? (10)
- Q. 5 Discuss the importance of authority and power in today's organizations. (10)
- Q. 6 State the importance of organizational culture in improving organization performance and conflict resolution. (10)
- Q. 7 Write short notes on ANY TWO of the following: (10)
- a) Team Problem Solving
 - b) Interpersonal Communication
 - c) 7 'C' s of Communication
 - d) Attitude

SECTION - II

- Q. 8 Assuming yourself to be the head of department prepare a report on motivation strategies adopted by you for improving organization productivity. (15)
- Q. 9 Your organization facing problem of conflict between various team, as a head what strategies you will adopt to resolve conflict. (15)
- Q.10 As a Project Manager of IT organization prepare a report on improvements and change required for improving organization culture (15)

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