

[Total No. of Questions - 20] [Total No. of Printed Pages - 2]
(2124)

1809

J-14

MBA 1st Semester Examination

Management Process & Organizational Behaviour (NS)

MBA-101

Time : 3 Hours

Max. Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

SECTION - A

Note : Write short notes on the following. Each question carries 2 marks. All the questions are compulsory.

1. Nature of organizational behaviour.
2. Briefly explain any one theory of learning.
3. Explain in brief any one model of OB.
4. Discuss the various factors influencing perception.
5. What do you mean by the term "Personality"?
6. Types of attitudes.
7. Autocratic style of leadership.
8. What are the sources of power?
9. How do you resolve a conflict?
10. What are the causes of stress? (10×2=20)

[P.T.O.]

SECTION - B

Note : Write short answer for any four of the following questions.
Each question carries 5 marks.

11. Define organizational behaviour? Explain briefly the various schools that have contributed to the development of OB.
12. Discuss the various challenges faced by today's managers.
13. Explain the term perception and why it is important? Discuss the various steps involved in perceptual process.
14. Bring out the various differences between autocratic and democratic styles of leadership with examples.
15. Define motivation. Explain Maslow's Hierarchy of needs with an example.
16. Define grievance. Briefly explain the steps involved in grievance handling. (4×5=20)

SECTION - C

Note : Write essay type answer for any two of the following. Each question carries 10 marks.

17. Discuss social cognitive framework with reference to organizational behaviour.
 18. Enlist the similarities and differences between Abraham Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.
 19. Discuss the various theories of personality shaping.
 20. How culture impacts organizations? Explain in detail the process of organizational culture. (2×10=20)
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