

Unit-III

6. How do teams as used in today's organizations differ from traditional work groups? How do Cross-functional teams and Virtual teams work? Why are these types of teams growing in popularity?
7. What are some of the major sources of interpersonal conflict? Which do you think is the most relevant in today's organizations? How can the interpersonal conflict be managed?

Unit-IV

8. Can an organization's structure be changed quickly? Why or why not? What type of skills would a manager need to effectively work in Matrix structure?
9. What is meant by the term 'organizational culture'? Describe its characteristics. How do organizations go about maintaining their cultures? What steps are involved in it?

Roll No.

12003

M.B.A. 2 Yr. 1st Sem. (CBCS)

Examination- December, 2016

Organizational Behaviour

Paper-16IMG21C3

Time : 3 hours

Max. Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : There are two sections. Section-A comprises of 8 questions carrying 2 marks each and all questions are **compulsory**. Answer to each question in this section must not exceed 50 words. Attempt **four** questions from Section-B selecting **one** question from each unit. All questions in this section carry 16 marks each.

Section-A

1. (a) Define the term 'Organizational Behaviour'. [2]
- (b) What interpersonal roles are usually performed by a manager in an organization? [2]
- (c) What do you understand by 'person - job fit'? [2]
- (d) What is cognitive learning? [2]
- (e) Explain the term 'Group think'. [2]
- (f) Differentiate between 'Power' and 'Politics'. [2]
- (g) What do you mean by mechanistic organizational structure? [2]
- (h) Define the term 'Organizational Development'. [2]

Section-B

Unit-I

2. What are some of the major challenges faced by today's organizations and management? How does the knowledge and

applications of organizational behaviour help in meeting those challenges ? [16]

3. Why has emotional intelligence gained popularity in corporate world in recent years ? How can emotional intelligence affect the performance of employees ? Support your answer with suitable examples. <http://haryanapapers.com> [16]

Unit-II

4. What are the "Big Five" personality traits? Which one seems to have the biggest impact on performance? How would knowledge of the Big Five help you in your job as a manager ? [16]
5. Coping strategies for job stress exist for both the individual and the organizational levels. Evaluate these strategies for preventing and/or more effectively managing stress. [16]