



SP – 134

P.G.D.B.A./D.H.R.M./D.M.M./D.H.A. Examination, October 2018
MANAGEMENT

Paper – 2 : Organisational Behaviour and Development

Time : 3 Hours

Max. Marks : 100

Instruction : Answer all Sections.

SECTION – A

Answer any ten questions of the following in not more than 3 to 4 lines each. (2x10=20)

1. a) What is O.B. ?
- b) Mention the types of groups.
- c) Define leadership.
- d) What is interpersonal communication ?
- e) What do you mean by O.D. ?
- f) Differentiate between power and politics.
- g) Write a note on conflict.
- h) What is the foundation of Individual behaviour ?
- i) What do you mean by command group and task group ?
- j) What is individual level conflict ?
- k) Differentiate between formal and informal organization.
- l) What do you mean semantic barriers ? Mention.

SECTION – B

Answer any five questions. Each question carries 7 marks.

(5x7=35)

2. Explain in brief organizational behaviour models.
3. Explain the factors that affect individual behaviour.

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4. What is group cohesiveness ? Why people join groups ?
5. Explain the levels of conflict.
6. Explain the factors that determines individual personality.
7. Why people resist change ? How to overcome resistance to change ?
8. Define culture and discuss its significance to organization.
9. "Orders will be obeyed if they make reuse". Comment. Do you agree ?

SECTION - C

Answer any three questions. Each question carries 15 marks.

(3x15=45)

10. Explain the theories of Leadership.
11. Explain the barriers to communications. How can you overcome these barriers ?
12. Explain the role of multinational corporations in determining organizational behaviour and culture.
13. "You have been requested to design the organization structure of a banking company with large number of branch offices." Give your recommendations and justification.
14. What is planned change ? Explain the techniques of O.D.