

Roll No. ....

**56003**

**MBA 2 Year (1st Semester) (N. S.)  
Batch 2011-12**

**Examination – December, 2013**

ORGANISATIONAL BEHAVIOUR

Paper : MBA-103

**Time : Three Hours]**

**[M.M. : 80**

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

**Note :** There are *two* sections, Section **A** consists of *eight* short answer type questions, which is *compulsory*. Section **B** consists of 8 questions (2 questions from each unit). You are to attempt 4 questions selecting *one* from each unit. All questions carry equal marks.

(vi) What is organizational citizenship behaviour ?

(vii) Discuss role ambiguity.

(viii) Differentiate between EQ and IQ.

## **SECTION-B**

### **UNIT-I**

2. What are the major behavioral science disciplines that contribute to OB ?
3. What effect do emotions and moods have on different OB issues ? As a manager, what steps would you take to improve your employees' moods ?

### **UNIT-II**

4. Do values differ across cultures ? How so ? Give examples.
5. What is stress and what are the possible sources of stress ?

#### UNIT-IV

8. Describe organizational structure and design.
  9. How is culture transmitted to employees ?
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