

Roll No. ....

**56003**

**MBA 2Yr. 1st Semester (New  
Scheme) Batch 2011-12  
Examination-December, 2014**

**ORGANISATIONAL BEHAVIOUR**

**Paper : MBA-103**

**Time : 3 hours**

**Max. Marks : 80**

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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.

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**Note :** Section 'A' contains eight short answer type questions of two marks each and is **compulsory**. Section 'B' Attempt **four** questions, selecting **one** question from each unit. All questions carry equal marks.

**SECTION - A**

1. Conceptualize the following : 16

(a) Foundation of organisational of behaviour

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[ Turn Over

- (b) Work Ethics
- (c) Learning
- (d) Terminal values
- (e) Social Loafing
- (f) Stress
- (g) Matrix structure
- (h) Organisational Development

## **SECTION - B**

### **UNIT - I**

2. Define **organisational** behaviour. Discuss various contributing fields for the study of OB and the challenges faced by OB. 16
3. Modern organisations are focusing more on **emotional** intelligence of employees for competitive advantages. Comment. 16

## **UNIT - II**

4. Define Perception. Explain the process of perception. How perceptual skills and abilities can be enhanced ? 16
5. What is Learning. Discuss theories of learning with their applications in business organisations. 16

## **UNIT - III**

6. Define the concept of group. Explain the process of group formation. Why people join groups ? 16
7. Conflicts are not always bad ! Comment. 16

## **UNIT - IV**

8. What do you understand by organisational culture ? Explain the characteristics of culture ? How do employees learn culture ? 16
9. Write a detailed note on Job designing and its importance.