

Printed Pages : 4

MCA-115

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 7305

Roll No.

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M.C.A.

(Semester-I) Theory Examination, 2011-12

ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours

[Total Marks : 100

Note : Attempt questions from all Sections.

Section-A

Attempt *all* parts of this question.

2×10=20

1. (a) Define organization and organizational behaviour.
- (b) What is workforce diversity?
- (c) Define organizational culture.
- (d) What is planning?
- (e) What do you mean by perceptual process?

- (f) What are the causes of stress ?
- (g) Define authority.
- (h) What is group decision making ?
- (i) What is emotional intelligence in contemporary business organization ?
- (j) What is job satisfaction ?

Section-B

Attempt any *three* parts of this question. $10 \times 3 = 30$

- 2.
- (a) Define perception. What are the characteristics of the perceiver, perceived and the situation ?
 - (b) What is motivation ? Write one of the theories of motivation which you think is more appropriate to motivate the diverse workforce today.
 - (c) What is attitude ? What are the factors responsible for an individual's attitude ?
 - (d) What are the challenges before managers in the era of globalization ?
 - (e) Define organizational culture. What steps can the management take to maintain the cultural values within the organization in the face of dynamics of external environment ?

Section-C

Attempt *all* questions of this section.

3. Attempt any *one* part : 10×1=10

Explain personality. What are the major factors contributing to the formation of a personality?

Or

What do you mean by learning? What is the difference between classical conditioning and operant conditioning?

4. Attempt any *one* part : 10×1=10

What do you mean by power and politics in an organization?

Or

Why organizations change? Discuss its need and importance.

5. Attempt any *one* part : 10×1=10

How would you define conflict? Distinguish between functional and dysfunctional conflicts by giving suitable examples.

Or

What do you mean by Grievance ? Why is grievance handling procedure needed ?

6. Attempt any *one* part : 10×1=10

What is the difference between a manager and a leader ?

Do leaders need different skills to be effective ?

Or

What are the formal and informal groups ? Why individual join informal groups ?

7. Attempt any *one* part : 10×1=10

Why organizations are called social inventions ? Why people in the organizations are more important than the capital, equipment or buildings ?

Or

Write in detail the contribution of various disciplines in the development of organizational behaviours as a new discipline.