

MCA-105: Organizational Behaviour
Master of Computer Applications
Semester I, Nov-2017

Time= 3 hours

Max. Marks: 70

SECTION A: Attempt ALL questions. Each carries fifteen marks. (15 x4 = 60)

1. What is Conflict? Explain the different steps involved in the conflict process.

OR

What is organizational psychology? Trace the challenges and opportunities that organizations are facing in contemporary times.

2. Discuss the significance and nature of motivation. Explain Need hierarchy theory of Abraham Maslow with its applications in organizations.

OR

Explain various strategies of conflict management with the help of suitable examples.

3. How are stress and personality related? What are the different characters of people of Personality A and Personality B types?

OR

Discuss various panes of Johari window. Explain communication and feedback mechanisms through Transaction analysis.

4. Discuss in details the consequences and management of stress. .

OR

What is Leadership? Discuss Fred Fiedler's model of leadership with its applications in light of today's organizations.

SECTION B: Attempt any two short notes.

(5 + 5 = 10)

- a. Transformational leadership
- b. Vroom's Expectancy theory
- c. Historical roots of Organizational behaviour
- d. Organizational power and politics