

Roll No

MCA - 504(B)
MCA. V Semester Examination, December 2014
Organization Behavior
(Elective - H)
Time : Three Hours

Maximum Marks : 70

- Note: i) Answer five questions. In each question part A, B, C is compulsory and I) part has internal choice.
ii) All parts of each question are to be attempted at one place.
i i i) All questions carry equal marks, out of which part A and B (Max.50 words) carry 2 marks, part C (Max.100 words) carry 3 marks. part D (Max.400 words) carry 7 marks.
iv) Except numericals, Derivation. Design and Drawing etc.

Unit - I

1. a) Define organizational behaviour.
b) Write the levels of oranzational behaviour.
c) What is diversity?
d) Explain in brief the characteristics of oranzational behaviour.

OR

What is the importance of oranzational behaviour? Write in brief.

Unit-II

2. a) Define conflict.
b) What is meant by innovation?
c) How ethical behaviour can be improved within an organization?
d) Write short note on: i) Improving quality and productivity. ii) Globalization

OR

Write short note : i) Empowering people ii) Stimulating innovation and change

Unit - III

3. a) Define perception.
b) What is attitude?
c) What is personality'?
d) What do you mean by motivation? Write in brief about motivation techniques.

OR

Explain in brief about Maslow's law/theory of motivation.

Unit-IV

4. a) Define culture.
b) What is conflict?
c) Write a brief note on managing conflict.
d) How the organizational culture can be learnt? Explain in brief.

OR

What is communication? How it can be made effective? Write in brief.

Unit - V

5. a) Define change.
b) What is learning'?
c) What do you mean by organizational development?
d) Write brief note on managing change in organization.

OR

Why there is resistance to change in organization? Explain in brief.