

MMS/M- 13
ORGANISATIONAL BEHAVIOUR
Paper- CP- 207

Time allowed : 3 hours [*Maximum marks : 70*]

*Note : Attempt any **eight** questions from **Part-A**, carrying 5 marks each and attempt any **three** questions from **part-B**, carrying 10 marks each.*

Part-A

1. Explain the nature of O. B.
2. Explain cognitive framework of O. B.
3. Explain the determinants of personality development.
4. Define perception. Explain the perceptual process.
5. Describe how principles of learnings might be used in training programme.
6. Compare motivators with hygiene factors.
7. Discuss trait approach to leadership.
8. Distinguish a group from a team.
9. Why inter-group conflict occurs ?
10. Discuss how body systems are affected by stress.

Part-B

1. “OB experts confront several challenges while managing interpersonal relations in organizations.” Discuss.
2. How important a role does perception play in determining whether an Employee is receiving equitable treatment? What kind of things might a manager do to influence those perception.
3. Organisations annually spend a great deal of money on leadership training.

Is this a wise investment ? Are there other less costly ways of improving leadership effectiveness.

- 4. Describe the characteristics of a group. Why is it important for managers to be familiar with the concept of group behaviour.**
- 5. How do employees resist change and what can managers do about overt and covert resistance ?**