

2008

M B A

2nd Semester Examination

**ORGANISATIONAL BEHAVIOUR &
MANAGEMENT OF CHANGE**

PAPER—201

Full Marks : 100

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

**Write the answers to Questions of
each Half in separate books.**

(First Half)

(Marks : 50)

1. Answer any four of the following : 4×5
- (a) What are the basic dependent variables in organisational behaviour? How are they dependent?
 - (b) What is meant by organisational culture? Discuss the functions performed by organisational culture.
 - (c) Describe Delphi Technique of group decision making.
 - (d) Explain in brief the process of communication.
 - (e) Distinguish between functional and dysfunctional aspects of conflict.
 - (f) What is perception? How does it differ from sensation?

(Turn Over)

2. Answer any *two* of the following : 2×10
- (a) What do you mean by learning? Explain Classical Conditioning Theory of learning. 2+8
- (b) Define group dynamics. Describe Homan's theory of group formation. 2+8
- (c) What is intra-personal conflict? What are its sources? How can these conflicts be resolved? 2+3+5

[Internal Assessment : 10 Marks]

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(Second Half)

(Marks : 50)

3. Answer any *four* of the following : 4×5
- (a) Discuss in brief Hans Selye's General Adaptation Syndrome of Stress management.
- (b) What are the advantages of Public Sector Management?
- (c) Describe the process of decentralisation of authority in Public Sector enterprises.
- (d) What do you know about Kurt Lewin's theory of Change?
- (e) How is culture developed and sustained?
- (f) Cite any successful change management story of a corporate.
4. Answer any *two* of the following : 2×10
- (a) "In the process of organisation change the expected function of manager is to be a change agent" — What are the different roles in this process of change a manager needs to undertake?
- (b) "Any change usually brings in a resistance to it". State some of the ways of managing this resistance.
- (c) There are various OB Interventions. Discuss, briefly some of the OB Interventions.

[Internal Assessment : 10 Marks]

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