

**2012**

**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 questions : 4×5
- (a) Describe Three-tier organisational behaviour model.
  - (b) 'Leaders are born, not made'. Explain the statement.
  - (c) Write a note on 'Short-cuts of developing perception'.

*(Turn Over)*

- (d) What are the functions of communication in an organisation ?
- (e) Define Attitude. How do attitudes affect behaviour ?
- (f) Explain Distributive Bargaining strategy of conflict negotiation.

2. Answer any *two* of the following : 2×10

- (a) What do you mean by Personality Trait ? Narrate the major personality attributes that influence organisational behaviour. 2+8
- (b) Describe Five Stage model of group development. Also explain Brainstorming and Nominal Group Technique of group decision making. 5+(2+3)
- (c) What is organisational culture ? How do employees of an organisation learn culture ? 2+8

[ *Internal Assessment : 10* ]

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**(Second Half)**

(Marks : 50)

3. Answer any *four* of the following : 4×5
- (a) Discuss in brief the different types of organisational change.
  - (b) State the major causes of stress.
  - (c) Draw a diagram of Kotter's model and explain it briefly.
  - (d) Narrate the significance of Strategic Management in public sector organisation.
  - (e) Discuss the important approaches to organisational development.
  - (f) Explain the Kurt Lewin's model of change.
4. Answer any *two* of the following : 2×10
- (a) Discuss in brief scientific methods generally used in reducing stress in workplace. 4+6
  - (b) Discuss the contingency theory of organisational change with the help of a diagram. Give a hypothetical example of organisation change. 6+4

- (c) What is intervention in OD ? Name the different types of intervention and explain them in brief with the help of suitable examples. 3+7

[ *Internal Assessment : 10* ]

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