

2014

M B A

2nd Semester Examination

**ORGANISATIONAL BEHAVIOUR &
MANAGEMENT OF CHANGE**

PAPER—MBA-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) What is an Organisational Behaviour Model ? Explain in brief 'Three-tier OB Model'. 1+4
- (b) Define organizational culture. What are its functions ?

(Turn Over)

- (c) What are the advantages of internal communication ?
- (d) What do you mean by Personality ? What behavioural predictions might you make if you knew that an employee had
- (i) an external locus of control ;
 - (ii) a low Mach score ? 1+2+2
- (e) What reasons can you identify behind formation of group ?
- (f) What is 'Negotiation' in the context of conflict resolution ? Distinguish between the two 'Bargaining Strategies' as the two approaches to negotiation.

2+3

2. Answer any *two* questions : 2×10

- (a) Discuss Perception and Sensation. Describe the perceptual process involved in developing Perception.

2+8

- (b) State briefly Homan's model of Group development. Indicate its limitations.

6+4

- (c) (i) Distinguish between Classical Conditioning and Operant Conditioning in learning.

- (ii) Explain briefly the commonly used short-cuts in developing perception with some examples.

5+5

[Internal Assessment : 10]

(Second Half)

(Marks : 50)

3. Answer any *four* of the following : 4×5

- (a) "Change is the only constant thing in this world" — Discuss.
- (b) State the difference between proactive change and reactive change.
- (c) How do you manage alternative change in an organisation ?
- (d) What are the disadvantages of unplanned change ?
- (e) Discuss the advantages of strategic management in PSU.
- (f) Write short note on :
 - (a) Counselling ;
 - (b) Management.

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

- (a) Briefly discuss different types of change.
- (b) State the difference between organisational development and change management.

(c) How can the resistance to change be minimised ?

Or

Discuss the advantages and disadvantages of Public Sector management.

[Internal Assessment : 10]
