

END TERM EXAMINATION

FOURTH SEMESTER[MCA] MAY-2008

PAPER CODE:MCA-210

Subject:Organizational Behaviour

Paper Id:44210

(Batch:2004-2006)

Time: Hours

Maximum Marks:60

Note:Q.1 is compulsory.Attempt one question from each Unit.

Q1.

- (a) What is management in today's perspective?
- (b) Give characteristics of a professional manager.
- (c) Differentiate between classical conditioning and operant conditioning.
- (d) Describe Johari's window.
- (e) What are attitudes? How are they different from opinions? **(5x4=20)**

UNIT-I

- Q2. "Managers get results with and through others". In the light of this statement give a skill profile of a global manager. **(10)**
- Q3. How are tasks and responsibilities different from each other? Give the importance of aligning the two for a professional manager? **(10)**

UNIT-II

- Q4. What are various steps involved in controlling? Discuss its process in details.**(10)**
- Q5. What is Delphi technique? How is different from Normal group Technique (NGT). **(10)**

UNIT-III

- Q6. Between Top-down and bottom-up communication which one is more Challenging? Why? **(10)**
- Q7. What is difference between organizational culture and climate? Should Organization permit sub-cultures to grow? **(10)**

UNIT-IV

- Q8. What are individual and organizational stressors? How can you overcome them? **(10)**
- Q9. What is Transactional Analysis? Does TA help in building better Organizational climate? How? **(10)**
