

END TERM EXAMINATION
FOURTH SEMESTER [MCA] MAY –JUNE 2009

Paper Code: MCA-210
Paper Id-44210

Subject: Organizational Behaviour
(Batch: 2004-2007)

Time : 3 Hours

Maximum Marks : 60

Note: Q1 is compulsory and carries 20 marks. The rest of the paper is divided into four units. Attempt one question from each unit. Each question (From 2-9) carries 10 marks

- Q1. Write short notes (not more than 50 words each) on **any ten** of the following: 2* 10=20
- a) What is OB?
 - b) Define MBO
 - c) Factors affecting stress
 - d) Types of Motivation
 - e) Esprit de Corps
 - f) Difference between Attitude and Values
 - g) Factors affecting change
 - h) What is budget?
 - i) Functional conflict
 - j) Brain storming
 - k) Types of planning
 - l) Organizational culture

UNIT-I

Q2. How will you classify the levels of management in an organization? Describe the functions performed by different levels of management.

Q3. What managerial functions and roles are most prominent in the activities of the organization? Discuss tasks and responsibilities of a professional manager.

UNIT-II

Q4. What do you understand by “decision- making”? What are the characteristics of decision making? Explain various types of decision making?

Q5. What is control? Explain the characteristics of Managerial control.

UNIT –III

Q.6. “ Sound Organization structure is an essential pre requisite of efficient management”. Discuss the above statement and point out the various principles while establishing and developing organization structure.

Q.7. What do you mean by managerial communication? Discuss the steps for making managerial communication effective in an organization.

UNIT-IV

Q8. How does the selectivity affect perception? Give an example of how selectivity can create perceptual distortion?

Q.9. Why is change resisted in organization? What can management do to overcome it?