

**18BB2001**

**M.B.A. EXAMINATION, 2020**

(Second Semester)

(C Scheme)

(Main & Re-appear)

MASTER OF BUSINESS ADMINISTRATION

MBA102C

Organizational Behaviour

*Time : 3 Hours]*

*[Maximum Marks : 75*

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Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

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**Note** : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

**Unit I**

1. What is Organizational Behaviour ? Also explain evolution and models of OB. **15**
2. What is meant by Value ? Discuss in detail the types and formation of values. **15**

**Unit II**

3. What do you mean by Learning ? Explain theories of learning with suitable examples. **15**

4. Write short notes on the following : **7.5+7.5**
- (a) Types of Emotions
  - (b) Process of Perception.

### **Unit III**

5. Define the term Team. Also discuss the types of team and difference between groups and teams. **15**
6. Discuss the concept of Conflict Management. Also discuss sources of Conflict with suitable examples. **15**

### **Unit IV**

7. Write short notes on the following : **7.5+7.5**
- (a) Determinants of Organizational Climate
  - (b) Lewin's Three-step model of change.
8. What is Organizational Change ? Also discuss resistance to change and strategies for managing the change. **15**