

No. of Printed Pages : 03

Roll No.

BB-421

M.B.A. EXAMINATION, Dec. 2018

(Second Semester)

(Re-appear Only) (Old Scheme)

MBA-104

ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours]

[Maximum Marks : 70

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.

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

Unit I

1. "Human Behaviour is caused motivated and goal directed." Examine the statement and show how model of behaviour incorporates the role of organism in shaping human behaviour. **14**

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2. Write a detailed note on emotional intelligence in contemporary business. **14**

Unit II

3. How Personality A is different from Personality B ? Discuss in detail the determinants of personality formation. **14**
4. What is the role of reinforcement in learning ? How should reinforcement be administered so as to bring maximum desirable behaviour ? **14**

Unit III

5. Compare Maslow Needs Hierarchy Theory and Herzberg Two-Factor Theory of Motivation. Explain in detail Herzberg's Two-Factor Theory of Motivation. **14**
6. What type of conflicts may be generated in a business organization ? How these conflicts can be managed ? **14**

Unit IV

7. Why there is resistance to change ? How management can overcome such resistance to change ? **14**
8. What do you mean by stress ? How stress can be managed in an organization ? **14**