

Total Pages—4

C/16/MBA/2nd Seme.(O)/Supple/201

OLD

2016

M B A

2nd Semester (Supplementary) Examination

**ORGANIZATIONAL BEHAVIOUR AND 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 of the following questions : 4×5

- (a) What is an Organisational Behaviour Model? Explain
in brief 'Three-tier OB Model'. 1+4

(Turn Over)

- (b) Leaders are born, not made'. Explain the statement.
- (c) Explain Distributive Bargaining strategy of conflict negotiation.
- (d) What do you mean by Channels of Communication ?
Classify different channels that are in common use.
- (e) Define organisational culture and elucidate its various functions.
- (f) With the help of Cognitive Dissonance Theory explain the relationship between attitude and behaviour.

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

- (a) What do you mean by Personality Trait ? What are the major personality attributes that influence organisational behaviour ? 2+8
- (b) Describe Five Stage model of group development. Also explain Brainstorming and Nominal Group Technique of group decision making. 5+(2+3)
- (c) Do you agree with the view that conflict is dysfunctional ? What do you mean by Role Conflict ? What are the

different types of Role Conflict? Explain Distributive Bargaining as a strategy to settle conflict.

2+1+3+4

[Internal Assessment : 10]

Second Half

(Marks : 50)

3. Answer any *four* of the following questions : 4×5
- (a) Define change. Why is change management important? 1+4
 - (b) Explain the process of change of an organisation.
 - (c) Distinguish between reactive change and planned change.
 - (d) What is intervention? State the importance of it in change management.
 - (e) What do you mean by stress? How do you manage stress of an employee?

(f) State the importance of Counselling in change management.

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

(a) What is planned change? What are the different approaches to planned change? 3+7

(b) Why do individuals resist change? How can resistance be overcome by managers? 4+6

(c) State the advantages and disadvantages of public sector strategic management. 5+5

[Internal Assessment : 10]
