

(Please write your Exam. Roll No.)

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# END TERM EXAMINATION

FOURTH SEMESTER [MCA], MAY – 2011

Paper Code : MCA – 210

Subject : Organizational Behaviour

Paper ID : 44210

Time : 3 Hours

Note : Q. 1 is compulsory. Attempt One question from each unit.

**Q. 1.** (a) Explain any two techniques of overcoming resistance to change. (5x4=20)

(b) What do you mean by “Burnout”?

(c) State the traits of a good leader.

(d) Discuss briefly, stages of group development.

(e) Discuss need hierarchy theory.

## UNIT – I

**Q. 2.** Why the study of management is necessary? Discuss the importance of management. (10)

**Q. 3.** What do you understand by process of management? Describe the essential elements (functions) which constitutes the process of management. (10)

## UNIT - II

**Q. 4.** Describe the concept of managerial control. What are the requirements of an effective control system? (10)

**Q. 5.** What are programmed decisions? Briefly discuss the various traditional and modern techniques of taking such decisions. (10)

### **UNIT – III**

- Q. 6.** Differentiate between line and functional type of organizations. Which one would you Adopt for a large industrial concern and why? **(10)**
- Q. 7.** Explain how communication is the essence of management. What are the common barriers to communication in an organization? How can these be overcome? **(10)**

### **UNIT – IV**

- Q. 8.** What do you understand by attribution? How does it help in explaining individual behaviour? **(10)**
- Q. 9.** What are the factors that induce and sustain group cohesiveness? What are the effects of group cohesiveness on the group members and the organization. **(10)**

