

1128

P.G. Diploma in Personnel Management and Labour Welfare

First Semester

DPM-303: Organizational Behaviour

Time allowed: 3 Hours

Max. Marks: 70

NOTE: Attempt five questions in all, selecting atleast one question from each Unit.

x-x-x

UNIT - I

- I. Why do you think there is a need to understand individual behavior in organizations? Outline the factors that impact OB. (14)
- II. What do you understand by individual perception? Discuss the perceptual in detail and the issue of managing perceptual distortions. (14)
- III. What are individual attitudes? Do you think it impacts employee's job satisfaction? Discuss. (14)

UNIT - II

- IV. Outline the significance of appreciating the three ego states in the individuals and its role in ensuring effective workplace communication. (14)
- V. What is Johari Window? Discuss its importance in understanding individual behavior and improving interpersonal relations and communication at the workplace. (14)

UNIT - III

- VI. How do you think power is different from authority? Outline the sources of power and authority in organizations. (14)
- VII. Critically evaluate the Fiedler's Contingency theory of leadership. Is it still relevant? Discuss its pros and cons. (14)
- VIII. Delineate the group formation process, how is it different from teams. Bring out the pre requisites for successful group behavior. (14)

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(2)

UNIT - IV

- IX. What is organizational change, why is it required, why people resist change and finally what can be done to overcome individual resistance to change initiatives in the organizations. (14)
- X. What do you understand by organizational communication, how can it be improved for better results. Discuss the process, the barriers and the strategies to overcome them. (14)

x-x-x