

1127

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. Define OB. Outline the factors responsible for the causation of individual behavior in organizations. (14)
- II. What is the importance of perception/values and attitudes in determining employee's job satisfaction? Discuss. (14)
- III. How do you define personality of an individual? Critically evaluate the significance of Big Five model of personality in understanding individual behavior in organizations. (14)

UNIT – II

- IV. What do you think is the significance of understanding the three ego states in managing interpersonal communication in the organization? Discuss the role of complementary and crossed transactions in organizational communication effectiveness. (14)
- V. Why do you think is it important to have a peek into the Johari window in improving the interpersonal communication at the workplace. (14)

UNIT – III

- VI. Define leadership. Compare and contrast the behavioral and the contingency contemporary theories of leadership. Which ones do you think are more relevant in today's scenario? (14)
- VII. Outline the foundations of group behavior. Discuss the stages in the group formation process and the prerequisites for its success. (14)
- VIII. Define power and explain how it is different from authority. Discuss the repercussions of its use in the organizations in managing organizational politics. (14)

(2)

UNIT - IV

- IX. What are the factors that lead to good organizational health and development? Discuss. (14)
- X. What do you understand by the term organization effectiveness? Discuss the significance of managing conflict in enhancing organizational effectiveness both at the individual level and the organizational level. (14)

x-x-x