

1125

P.G. Diploma in Personnel Management & Labour Welfare
1st Semester
DPM-303: Organizational Behavior

Time Allowed: 3 hours

Max. Marks: 70

Note: Attempt five questions in all, selecting one question from each Unit I-IV.

UNIT-I

- I. Define Behavior. Explain the determinants of behavior with suitable examples. (14)
- II. What is the relationship between attitude and behavior? What is cognitive dissonance and how is it related to attitude? (14)
- III. What explains the recent decline in employee job satisfaction? Are happy workers productive workers? Also discuss the effects of job satisfaction on employee performance. (14)

UNIT-II

- IV. Contrast downward with upward communication and also explain the functions that communication provides within a group or organization. Give an example of each. (14)
- V. What is the relevance of interpersonal relations at work place? How does transactional analysis theory is helpful in understanding work behavior? (14)

UNIT-III

- VI. Differentiate formal and informal groups. What are Hawthorne studies? What did they tell us about group behavior? (14)
- VII. How are status and norms related? Define social loafing and its effects on group performance. (14)
- VIII. Write a note on issues of power and authority in an organization. (14)

UNIT-IV

- IX. Outline the conflict process. Under what conditions might conflict be beneficial to a group? (14)
- X. a) How organizational communication be made effective for competitive advantage?
b) Write about need and importance of organizational health development. (14)

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