

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. All questions carry equal marks.

X-X-X

UNIT - I

- I. What is organizational behaviour? What is its scope? What is the necessity of studying this subject?
- II. Explain various factors that play an important role in determining the personality of a person.
- III. What do you understand by the concept of attitudes? Explain the sources of attitudes.

UNIT - II

- IV. "Communication is the number one problem of management" in the light of this statement, discuss the importance of communication.
- V. What is transactional analysis? How does it help in improving interpersonal relationship?

UNIT - III

- VI. What do you understand by term 'Leadership'. Discuss in detail important characteristics of leadership.
- VII. What is motivation? Discuss the nature and types of motivation.
- VIII. Define the 'Term Group' and 'Inter Group' behaviour. Discuss the different types of Group in detail.

UNIT - IV

- IX. Describe the process of organizational change and the factors that are important for it.
- X. Define organizational effectiveness and what are the factors for achieving organizational effectiveness.

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