

2031

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 the significance of Organization Behavior for individuals groups and the organization. (14)
- II. What do you understand by individual perception? Discuss the perceptual process in detail outlining its principles and the perceptual errors in interpretation. (14)
- III. What are individual attitudes? Do you think it impacts employee's job satisfaction? Explain by giving examples. (14)

UNIT – II

- IV. What are the three ego states in the individuals? Discuss its importance in improving organizational communication effectiveness. (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. Power is different from authority? Do you agree? Give your viewpoint on the same citing some examples. (14)
- VII. Discuss the different contingency theories of leadership. Which according to you is the best and why? Explain. (14)

- VIII. Outline the process of group formation in detail. When is the group most productive. Bring out the pre requisites for successful group behavior. (14)

UNIT – IV

- IX. a) Why do you think organizational change is required at all, discuss.
b) Why do you think people resist change and what can be done to overcome individual resistance to change in the organizations. (2x7)
- X. Define organizational conflict. Outline its types and process in detail. Discuss the strategies that can be adopted to resolve conflict. (14)

x-x-x