

Roll No.

Total Pages : 03

011403

May 2024

B. Tech. (IT) (Fourth Semester)
Organizational Behaviour (HSMC-03)

Time : 3 Hours

[Maximum Marks : 75

Note : It is compulsory to answer all the questions (1.5 marks each) of Part A in short. Answer any *four* questions from Part B in detail. Different sub-parts of a question are to be attempted adjacent to each other.

Part A

1. Write short notes on the following :

- (a) Some ethical dilemmas managers may face. **1.5**
- (b) Role of MIS to support decision-making and organizational performance **1.5**
- (c) Perceptual errors **1.5**
- (d) Elements of organizational culture **1.5**
- (e) Determinants of personality **1.5**
- (f) Organizational interventions in managing stress **1.5**

- (g) Sources of power 1.5
- (h) Group Cohesiveness and its impact on group performance. 1.5
- (i) Differentiate between matrix and network organization design. 1.5
- (j) Role of OD in facilitating organisational change. 1.5

Part B

- 2. How has the management concept evolved from traditional viewpoints to contemporary perspectives such as contingency and quality management ? 15
- 3. Examine motivational theories such as Maslow's hierarchy of needs, Herzberg's two-factor theory, and expectancy theory. How do these theories apply to real-world scenarios ? 15
- 4. Discuss techniques and strategies for managing conflict within teams. How can constructive conflict resolution contribute to team effectiveness ? 15
- 5. Outline the functions of leadership. What are different leadership styles and how do they impact performance ? 15

- 6. Discuss the reasons why organisations change. Identify sources of resistance to change within organizations and discuss strategies for managing resistance effectively. 15
- 7. (a) Define organizational climate and discuss its influence on employee attitudes, behaviors, and job satisfaction. 10
- (b) Discuss the contemporary challenges faced by OB specialists in a dynamic and globalised workplace. 5