

**SVKM's NMIMS**  
**School of Distance Learning**

**Programme:** DBM/PGDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DITM/PGDITM/  
DSCM/PGDSCM/DBFM/PGDBFM

**Academic year:** 2012 – 2013  
**Subject:** Organisational Behaviour

**Semester:** I  
**Course:** New  
**Marks:** 70

**Date:** 03.01.2013

**Time:** 11.00 a.m. to 2.00 p.m.

**Instructions:** Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

Q1) Attempt any 2 out of 4 (Marks 10)

- a) Define Organisational Behaviour. Explain different Key elements in understanding organisational behaviour.
- b) What is meant by power? What are the sources of power?
- c) Explain the characteristic features of leadership
- d) Make a distinction between formal and informal groups. What are the advantages of informal groups?

Q2) Write short notes on following (any 2) (Marks 10)

- a) Job satisfaction.
- b) Leadership styles
- c) Functional and dysfunctional conflict
- d) Johari Window

Q3) Attempt any 3 out of 5 (Marks 30)

- a) Describe how and why conflict is generated in the organization and briefly discuss various modes of conflict management.
- b) Define attitude. How attitude is formed in an organisation? How attitude can be changed in an organisation
- c) Discuss the different kinds of Leadership styles with their relative merits and demerits.
- d) "Globalization is leading to a change in organisational behaviour" What do you think are the current implications of globalisation in context to OB?
- e) Elaborate and Explain the Big five personality dimensions.

Q4) Read the case and answer the questions that follow: (Marks 20)

