

SVKM's NMIMS
NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: PGDMM (For Employees of Max Life Insurance)

Examination: December 2014
Subject: Organisational Behaviour
Date: 26.12.2014

Semester: I - RE-EXAM
Marks : 50
Time: 3.00 p.m. to 5.00 p.m.

Instructions:

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicates full marks

Q.1) Write short notes on (any 2 out of 4) (Marks: 2x5=10)

- a) Write down the scope of Organisational Behaviour
- b) What is Ability- Job Fit & how this determines employee's performance in job?
- c) Discuss Emotional Intelligence
- d) Mention important aspects to create effective work teams.

Q.2) Write short notes on (any 2 out of 5) (Marks: 2x5=10)

- a) Empowerment resulted change in manager's profile Discuss.
- b) Discuss the contribution of Sociology & Psychology to the discipline of OB.
- c) Narrate the factors influencing Job satisfaction.
- d) Meaning of Power in OB & difference between Leadership & Power
- e) What are employee oriented approaches in motivating employees

Q.3) Write short notes on (any 3 out of 6) (Marks: 3x10=30)

- a) Define meaning of conflict and strategies for conflict resolution.
- b) "People hire for skills & fire for their behaviours". Discuss work related ways to change individual's attitudes.
- c) Define Meaning of Personality & determinants of personality.
- d) Explain the concept of learning with Ivan Pavlov's theory of classical conditioning.
- e) Meaning of Motivation & explain Maslow's hierarchy of Needs.
- f) How the groups formed? Explain five stage model of group formation.
