

00565

**MASTER OF BUSINESS ADMINISTRATION
(MBAEV)**

Term-End Examination

December, 2012

MCN-041 : ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions. All questions carry equal marks.

1. Explain how scientific management and human relations thoughts have influenced the emergence of OB. 20
2. Discuss the 14 principles of Administrative Management theory as given by Henry Fayol. 20
3. What are the features of Macro OB ? Discuss them in the context of globalization. 20
4. What is Job satisfaction ? How to measure job satisfaction levels among employees of an organisation ? 20

5. Compare and contrast the content and process theories of motivation by giving at least one example from each category. 20
 6. Discuss the communication process and barriers afflicting it. 20
 7. Discuss the various levels of conflict relevant to OB and highlight the conflict resolution methods. 20
 8. Write short notes on *any three* of the following : 20
 - (a) Group dynamics
 - (b) Stress management
 - (c) Matrix Organization
 - (d) Personality
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