

00128

**POST GRADUATE DIPLOMA IN GLOBAL
BUSINESS LEADERSHIP (PGDGBL)**

Term-End Examination

December, 2011

**MGBE-010 : ORGANISATION DYNAMICS AND
HRM - II**

Time : 3 hours

Maximum Marks : 100

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

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1. (a) Describe job satisfaction. 10
(b) What systems can be developed by organizations to provide better job satisfaction to employees ? 10

 2. (a) What is meant by workforce diversity ? 10
(b) How can HR management effectively handle workforce diversity ? 10

 3. Critically examine the contribution of Abraham Maslow in understanding human motivation. 20

 4. (a) Explain Type A and Type B personalities. 10
(b) Describe the profiles of both these types of personalities. 10

5. Write short notes on *four* of the following : 20
- (a) Participative Management
 - (b) Halo Effect
 - (c) Physiological needs
 - (d) Cross functional teams
 - (e) Emotional quotient
 - (f) Employee Empowerment
6. (a) What is organizational communication ? 10
- (b) What actions can be taken by managers to enhance effectiveness of communication ? 10
7. (a) What is leadership in organizational context ? 10
- (b) How is leadership different from management ? 10
8. (a) What is Emotional Intelligence ? 10
- (b) What is the difference between IQ and EQ ? 10
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