

**MASTER OF BUSINESS ADMINISTRATION  
(MBAEV)**

**Term-End Examination  
December, 2013**

**MCN-041 : ORGANISATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Answer any five questions. All questions carry equal marks.i.e. 20.*

1. Describe the paradigm shift in the area of work culture, and discuss how diversity helps in improving effectiveness of the organisation. Cite an example.
2. Describe and differentiate between behaviourist and cognitive approaches to learning. Discuss the relevance of socialisation processes in an organisation and how does it improve the work performance.
3. Describe the training format of Behaviour Modification in an organisation and comment on the ethics of Behaviour Modification in organisations.
4. Describe and differentiate between functional and dysfunctional conflict and discuss and comment on Pareek's model of conflict management.

5. Write short notes on the following :
    - (a) Structural sources of Power
    - (b) Types of teams
  
  6. Write short notes on the following :
    - (a) Interpersonal conflict
    - (b) Vroom's model
  
  7. Describe the growing importance of teams in today's business scenario. Discuss the processes involved in building effective teams.
  
  8. Define and describe communication channels. Discuss with examples how effectively they can be used in organisations.
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