

**MASTER OF BUSINESS ADMINISTRATION
(FULL TIME PROGRAMME)
(MBACN)**

Term-End Examination

December, 2011

MCN - 005 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. How other disciplines like Psychology, Sociology and Political Science have contributed to Organizational Behaviour, which equip a manager to deal with his different roles in an organization ? 20
2. Critically examine 'Scientific Management Theory' of Taylor and 'Bureaucracy Theory' of Weber. 20
3. Discuss in detail the Maslow theory of motivation. 20
4. Explain Festinger's theory of 'Cognitive Dissonance' with examples of how individuals seek stability from the dissonance state ? 20

5. (a) Compare 'Classical conditioning' and 'Operent Conditioning'. 10
(b) Describe different organizational stressors and which in your opinion are more common in today's context. 10
6. What behavioural predictions you might make if you might make if you know that an employee had : 20
(a) an external locus of control
(b) a Type A personality
7. (a) Explain how the subprocesses of perception affect decision making process particularly in the context of managing people. 10
(b) In the framework of Vroom's Expectancy Theory highlight what organization/managers can do to modify valence, instrumentality and expectancy to get desired results ? 10
8. Write short notes on *any FOUR* of the following : 20
(a) Sensation and Perception
(b) Impact of Maslow's Need Hierarchy Theory on people management policies and practices
(c) Positive and Negative reinforcement
(d) Types of Attitudes relevant to organization
(e) Personality and National Culture
(f) Social Learning Theory.
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