

Seat No. : _____

NG2-116

December-2015

**4th Year M.B.A. Integrated
Organisational Behaviour**

Time : 3 Hours]

[Max. Marks : 100

1. (a) Explain the concept of diversity in organizations. How is diversity a boon for modern organizations ? Explain the levels of diversity found in the organizations along with some discussion on diversity management strategies. **10**

OR

- (a) Why is the study of Job-Ability fit important in organizations and how it applied in the real world ? Differentiate between Person-Job fit and Person-Organization fit.
- (b) Explain the learning theory given by Ivan Pavlov. Illustrate the same using the workplace environment. What is the limitation of this theory ? **10**
2. Answer any **two** from the following : **20**
- (a) Write a detailed note on Affective Events Theory, Emotional Labour and Emotional Intelligence.
- (b) Perception is subjective in nature. Discuss. What are the common errors and biases made in decision making ?
- (c) Explain the Big Five Model of personality in detail with characteristics of each.
3. (a) Zimbardo's experiment stands as an evidence of conformity to role perception and identity. Elaborate this with proper reasoning. **10**

OR

- (a) Why does Group think occur ? How is it different from Groupshift ? What are the ways to control groupthink in the organizations ?
- (b) When employees see politics as a threat, they often respond with defensive behaviours. What do you mean by this ? What are common types of defensive behaviour shown in organizations ? Give an example for each. **10**

4. (a) Explain in detail the process of how conflicts take place in organizations. **10**
- (b) Write short notes on any **two** : **10**
- (1) Bargaining Strategies used in Negotiation
 - (2) Trust and Leadership
 - (3) Job Characteristics Model
5. (a) Define Transactional Analysis and Life Positions. Discuss various life positions with psychological states explained for each. **10**
- (b) How do you think strong culture can pose to be a strong threat for organizations ?
How does strong culture perform better than weak culture ? **10**

OR

- (b) A lot is said in books, seminars and spiritual lectures about stress but stress has become an inherent element of human life. Give reasoning for why this is so. What can organizations and individuals do to reduce the growing stress level ?
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