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Total No. of Questions : 5]

SEAT No. :

PF-5654

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M.C.A. - II (Management Faculty)

OBE601MJ : ORGANIZATIONAL BEHAVIOUR

(2024 Pattern) (Semester - III)

Time : 2½ Hours] *[Max. Marks : 50*

Instructions to the candidates:

1) *All questions are compulsory.*
2) *Figures to the right indicate full marks.*
3) *Draw neat diagram wherever necessary.*

Q1) a) Explain the scope and importance of Organizational Behaviour. How does it influences on individual and organizational performance? **[5]**

b) Discuss perception and attitude as fundamental concepts of Organizational Behaviour. How do they affect workplace culture? **[5]**

OR

c) Explain the perceptual process with suitable example. **[5]**

d) What is personality? Discuss the Big Five Personality Traits and their impact on Job performance and satisfaction. **[5]**

Q2) Mr. Arush a project manager, is known for his technical expertise but often loses his temper during stressful deadlines. His team members avoid communicating with him directly, resulting in low morale and frequent conflicts. **[10]**

i) Identify the sources and types of stress evident in this case.

ii) Suggest suitable emotional intelligence and stress management strategies Mr. Arush could use to improve team relationships and performance.

OR

A customer service team experiences rising tension due to workload and unclear roles. Conflicts have developed between team members, affecting productivity. Identify the types of conflict in this scenario As well as recommend appropriate conflict management and emotional intelligence techniques to resolve the issue. **[10]**

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Q3) An IT company introduced cross-functional teams to handle new product development. Initially, enthusiasm was high, but over time, communication gaps and decision delays occurred. Analyze this situation using the Five Stage Model of Group Development. Also suggest how the manager can improve teamwork and decision-making. **[10]**

OR

In a research-driven MCA project, student leader Ganga takes full control of decision-making, rarely consulting his team. While this approach streamlines execution, it leaves team members feeling disengaged and undervalued. **[10]**

Based on Ganga leadership approach, identify the leadership style he is demonstrating. Compare this with other common leadership styles and evaluate how each style can influence team motivation, collaboration, and overall group behaviour.

Q4) Mr. K. Sagar is a renowned entrepreneur, has successfully built a tech start-up from the ground up, Justify how Maslow's Hierarchy of Needs is reflected in his entrepreneurial journey. **[10]**

OR

Two project managers handle their teams differently. **[10]**

- Manager Ram assumes employees are lazy and must be closely monitored.
- Manager Sham believes employee are self-motivated and encourages autonomy.

Based on the above working style of Ram and Sham: Identify the theory X or Y used by each manager. Also Elaborate Which approach is best for an innovative project team and why?

Q5) Write note on (Any Two) : **[10]**

a) Key characteristics of an Agile Leader.

b) Effect of social media affects employee behavior.

c) Role of diversity and equity in modern workplaces.

d) Influences of Globalization on Organizational Behaviour.



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