

COURSE CODE (CREDITS):23BB1HS211 (4)

MAX. MARKS: 35

COURSE NAME: Organizational Behaviour

COURSE INSTRUCTORS: Dr Tanu Sharma

MAX. TIME: 2 Hours

---

*Note: (a) All questions are compulsory. Please attempt questions in chronological order*

*(b) Marks are indicated against each question in square brackets.*

*(c) The candidate is allowed to make Suitable numeric assumptions wherever required for solving problems*

---

Q1. A) Is leadership different from management? Explain.

B) Briefly state the history of leadership. Why is leadership so important in organizations today?

(Marks 3+4+3) CO 3

Q2. It is said that conflicts cannot be eliminated but need to be managed. Do you agree with this statement? What types of conflict need to be resolved and what need not be resolved? Elaborate your answer with example. (Marks 4) CO 5

Q3. What are some of the stressors you currently face? Develop an action plan to improve your stress management skills by either eliminating a cause of stress or reducing its effects on you. (Marks 5) CO2

Q4. A) Explain why organizations need to change.

B) What forces act as sources of resistance to change? (Marks 3+3) CO 5

Q5. Write notes on the following

A) The Conflict Process

B) The Negotiation process (Marks 5+5) CO 5

---