

**University of Pune**  
**Department of Management Sciences**  
**MBA-BT Semester II**  
**Semester End Exam April 2011**

**204-Organization Development and Organization Behavior**

**Question Paper: 60marks**

**Time: 3Hrs**

Note---Question no.1 is compulsory

Attempt any three questions from remaining

All questions carry equal marks

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Q.1 Define Organizational Behavior. Explain the characteristics, importance and fundamental approaches of organizational behavior.

Q.2 what is conflict? Explain the traditional and modern view of conflict and strategies to manage the conflict.

Q.3 Define stress. Explain the sources of stress, consequences and management of stress.

Q.4 what is Organizational Development? Explain the characteristics, need and process of organizational Development.

Q.5 Explain in detail about the techniques of social structural interventions.

Q.6 Explain and compare the theories of motivation given by A. Maslow and F. Herzberg.

Q.7 Write short notes (any two)

- a) Perception process
- b) Models of organizational behavior
- c) T-group training
- d) Role of change agent
- e) Total quality management