**TU/CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (SPRING) 2024**

**DIPHRD/DHR 102: ORGANIZATIONAL BEHAVIOUR**

***Total Marks: 70 marks*** ***Time: 3 hours***

*The figures in the right-hand margin indicate marks for the individual question.*

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1.Fill in the blanks –

a) The four stages of group development are \_\_\_\_\_\_, \_\_\_\_\_\_\_, \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_.  **4**

b) Any two needs of Maslow’s Need Hierarchy Theory are \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_. **2**

c) Any four personal sources of conflict are \_\_\_\_\_\_\_, \_\_\_\_\_\_, \_\_\_\_\_\_ and \_\_\_\_\_\_. **4**

2. Write short answers: **6×5=30**

1. What do you mean by intrapersonal conflict and interpersonal conflict?
2. Give five differences between elements of strong and weak culture.
3. Briefly discuss the Herzberg’s Motivation Hygiene (Two- Factor) Theory.
4. Give any five reasons behind emergence of politics in organization.
5. Why is communication important?
6. What are the consequences of Job stress?

3. a) How do you manage conflict in organisations? Explain. **10**

OR

b) What is communication? How to overcome the barriers to communication?

4. Describe the dimensions of Organisation climate. **10**

5. Discuss as to how an Organization Culture can be sustained. **10**

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