**TU/CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN),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.*

……………………………………………………………………………………………………………………………………………………………………………

1.**Fill in the blanks 10×1=10**

a) Any four structural sources of conflict are \_\_\_\_\_\_\_, \_\_\_\_\_\_, \_\_\_\_\_\_ and \_\_\_\_\_\_.

b) The three leadership styles are \_\_\_\_\_\_, \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_.

c) Any three elements of job design are \_\_\_\_\_\_, \_\_\_\_\_\_ and \_\_\_\_\_\_\_.

**2.** **Write short answers**: **6×5=30**

1. Give five suggestions on effective communication.
2. Give five ways to manage organisational politics.
3. What are the different types of culture?
4. Briefly discuss McGregor’s Theory Y assumptions and implications.
5. What are the sources of power?
6. Name two physical symptoms and three psychological symptoms of job stress.

**3. Write descriptive answers**.

a) What is conflict? Describe the process of conflict. **10**

OR

b) Discuss the barriers to communication with examples. **10**

4. Discuss the various sources of stress. **10**

5. Briefly discuss the determinants of organisation climate. **10**

\*\*\*\*\*