



School of Pharmaceutical Management

MBA Pharmaceutical Management

Batch-15th (2023-2025)

First Year, Term 2 End Term Examinations, January 2024

CC – 607 Organisational Behaviour

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except your Enrolment No.

Part A

(Maximum Marks: 5)

Q1. Choose the most appropriate option / Fill in the blanks, as applicable for the following:

- (a). Which is the **INCORRECT** step / theme in the following model of team building? (1)
- (i). Awareness
(ii). Conflict resolution
(iii). Cooperation
(iv). Collaboration
(v). Separation
- (b). Write down one of the approaches used to understand OB. (1)
- (c). Fill the three Gaps according to the Three types of Factors influencing Perception (3)
- _____ , _____ , _____

Part B

(Maximum Marks: 15)

Answer the following, in brief.

- Q2.** Define “Cognitive Dissonance” and discuss the ways to reduce it. (5)
- Q3.** According to the concepts given by Rotter and Weiner fill the four Boxes and explain what attributes success and failure with examples. (5)

- Q4.** According to “Reimagining pharma and healthcare for India@100 *Bharat ke liye* (November 2023)”, the next frontier for India is to focus on transformative innovation, but there may be “resistance for change”. Discuss the sources of resistance and coping mechanisms to deal with resistance to change. (5)

Part C

(Maximum Marks: 30)

Answer the following, in detail.

- Q5.** In terms of 'OK/ functional, and not Ok/ dysfunctional' life positions, elaborate on the managerial styles of parent, adult and child ego state and the measures that can be taken to enhance 'ok/ functional styles'. (10)
- Q6.** How have views about conflict changed with the passing years. Elaborate on the stages of conflict process with measures that can be taken to control the antecedent condition of conflict of stage. (10)
- Q7.** Explain situational theory of leadership with four leadership styles as per the development levels of the team. (10)