

Name:  
Enrolment No:



UNIVERSITY WITH A PURPOSE

**UNIVERSITY OF PETROLEUM & ENERGY STUDIES**

**End Semester Examination (Online) – July, 2020**

**Program: BBA (Aviation Operations)**  
**Subject/Course: Organizational Behavior**  
**Course Code: HRES2001**

**Semester: IV**  
**Max. Marks: 100**  
**Duration : 3 Hours**

**IMPORTANT INSTRUCTIONS**

1. The student must write his/her name and enrolment no. in the space designated above.
2. The questions have to be answered in this MS Word document.
3. After attempting the questions in this document, the student has to upload this MS Word document on Blackboard.

|     |                                                                                                                                                                                   | <b>Marks</b> | <b>COs</b> |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|
| Q.1 | Do you agree with the view that conflict is dysfunctional? Compare and contrast the relative merits and demerits of using confrontation versus mediation in a conflict situation. | 20           | <b>CO2</b> |
| Q.2 | Discuss the steps which you would take as a manager to reduce perceptual errors as you evaluate the performance of your subordinates.                                             | 20           | <b>CO2</b> |
| Q.3 | “A more complete theory of motivation recognises that an individual works to fulfil a variety of needs.” Examine critically.                                                      | 20           | <b>CO4</b> |
| Q.4 | To what extent is OB knowledge useful for manager? Explain with the help of suitable examples from an industrial organization you are familiar with.                              | 20           | <b>CO1</b> |
| Q.5 | a) “Motivation is the core of management.” Comment.<br>b) “Negative reinforcement is used for avoidance learning.” Comment.                                                       | 20           | <b>CO3</b> |

**ANSWERS**