

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

QUESTION BANK

1st - SEMESTER

1915105 – ORGANISATIONAL BEHAVIOUR

Regulation – 2019

Academic Year 2022 - 2023



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QUESTION BANK

UNIT – I - FOCUS AND PURPOSE			
SYLLABUS: Definition, need and importance of organizational behaviour – Nature and scope – Framework –Organizational behaviour models – The rising impact of Social influence.			
PART- A			
S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define Organizational Behaviour	Level 1	Remembering
2	List out the challenges in the field of Organizational Behaviour	Level 2	Understanding
3	State the elements of Organisational Behaviour.	Level 3	Applying
4	Mention the nature of OB.	Level 4	Analysing
5	State the need for studying Organisational Behaviour.	Level 5	Evaluating
6	Give the determinants of Organisational Behaviour	Level 6	Creating
7	What is meant by the Autocratic Model?	Level 1	Remembering
8	What is meant by the Social Cognitive framework of OB?	Level 2	Understanding
9	Human Behaviour has a cause-effect relationship – Justify	Level 3	Applying
10	Define Collegial Model.	Level 4	Analysing
11	Differentiate between the Autocratic and Supportive model	Level 5	Evaluating
12	State the pros and cons of the Custodial Model.	Level 6	Creating
13	What is the contribution of Sociology to organisation behaviour?	Level 1	Remembering
14	What is the concept of Group Behaviour?	Level 2	Understanding
15	How would you differentiate between individual and Group Behaviour?	Level 3	Applying
16	Write a short note on Custodial Model.	Level 4	Analysing
17	What is your opinion on Collegial Model in Organisation Behaviour?	Level 1	Remembering
18	State the opportunities in the field of Organisational Behaviour.	Level 2	Understanding
19	Why do you think organisations need to have an understanding of human behaviour?	Level 1	Remembering

20	What do you think are the limitations in the field of OB?	Level 1	Remembering
21	How do sociology and anthropology contribute to Organizational Behaviour?	Level 2	Understanding
22	Why is there a need to study organizational behaviour to understand self and others?	Level 1	Remember
23	List out the factors influencing Organizational Behaviour.	Level 1	Remember
24	Mention a few points about the future of Organizational Behaviour.	Level 2	Understanding

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Discuss the nature and scope of Organisational Behaviour in the field of management with suitable examples.	Level 1	Remembering
2	Elaborate on the major challenges faced by the management in the field of OB.	Level 2	Understanding
3	Write a detailed note on Hawthorne's experiments and how they contributed towards the study of OB.	Level 3	Applying
4	a) Human Behaviour is more complex than what people believe. Do you agree? Substantiate your views. (8)	Level 4	Analysing
	b) What are the factors that add to the complexity of human behaviour? (5)		
5	Trace the evolution of Organisation Behaviour.	Level 5	Evaluating
6	Narrate the contributions of various disciplines towards the study of Organisational Behaviour.	Level 6	Creating
7	Elaborate on the theoretical framework of Organisational Behaviour.	Level 1	Remembering
8	Give your analysis of the various models of Organisational Behaviour.	Level 2	Understanding
9	If job satisfaction is not behaviour why is it considered the most important independent variable. Construct your arguments on this statement by listing various examples.	Level 3	Applying
10	(a) What challenges do you see in the field of Organisation Behaviour? (8)	Level 4	Analysing
	(b) State the limitations of OB? (5)		
11	Elaborate on the role & skill sets required for managers.	Level 1	Remembering
12	'Organisational Behaviour is an applied behavioural science based on contributions from numerous behavioural disciplines' – Discuss the statement.	Level 2	Understanding
13	Explain how the change in technology has impacted People Management.	Level 4	Analysing
14	'Organisation as an open system requires the present leaders(managers) to be highly adept' – How would you explain this?	Level 1	Remembering
15	What are the major challenges facing today's organizations and management? Briefly describe this development.	Level 2	Understanding

16	Discuss similarities and dissimilarities among the models of O.B.	Level 3	Applying
17	Describe how O.B is an interdisciplinary subject.	Level 4	Analysing

PART - C			
S.NO	QUESTIONS		
1	<p>Pramod is an engineer in a large engineering office. He hails from a poor but disciplined family. The family has a rural background. For Pramod, it was 'earn while you learn' till he graduated with architecture as his major. Pramod is an intelligent and capable person. His boss wants to motivate him to be more independent in his work. The boss believed that his approach would improve Pramod's performance, relieve the boss from extra routine and give Pramod more self-confidence. However, the boss is not sure how to go about motivating Pramod to take initiative in his work.</p> <p>Questions:</p> <p>a. Find out the reasons for Pramod's Behavior. (7 Marks)</p> <p>b. Explain how the boss should motivate Pramod. (8Marks)</p>		
2	Study of Organizational Behavior helps Successful Managers' – Justify.		
3	Give a critical evaluation of the various Organisational Behavioral Models.		
4	Discuss the contribution of Organisation Behaviour in managing employees in a business firm.		
5	"Human Behaviour is generally caused and predictable." Explain.		

UNIT – II – INDIVIDUAL BEHAVIOUR			
SYLLABUS: Personality – types – Factors influencing personality – Theories – Learning – Types of learners –The learning process– Learning theories – Organizational behaviour modification. Emotions - Emotional Labour – Emotional Intelligence –Theories. Attitudes – Characteristics – Components – Formation – Measurement- Values. Perceptions – Importance – Factors influencing perception– Interpersonal perception- Impression Management.			
PART- A			
S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Write about the concept of Personality.	Level 1	Remembering
2	Differentiate Introvert and Extrovert.	Level 2	Understanding
3	List down the factors influencing Personality.	Level 3	Applying
4	Define the concept of Vicarious Learning.	Level 4	Analysing
5	What difference could you state between Classical and Operant conditioning?	Level 5	Evaluating
6	Define Emotional Intelligence.	Level 6	Creating
7	List down the significance of Emotional Intelligence.	Level 1	Remembering
8	What is meant by Emotional Labour?	Level 2	Understanding
9	Define Attitudes.	Level 3	Applying
10	State the factors influencing attitude formation.	Level 4	Analysing

11	Define Values	Level 5	Evaluating
12	How would you explain a Value System?	Level 6	Creating
13	What is meant by Halo Effect?	Level 1	Remembering
14	Define Perception.	Level 2	Understanding
15	What is meant by Stereotyping?	Level 3	Applying
16	How would you explain Selective Perception?	Level 4	Analysing
17	Define Impression Management	Level 1	Remembering
18	State the components of Perception.	Level 2	Understanding
19	What is the importance of Values?	Level 1	Remembering
20	What are the sources of Values?	Level 2	Understanding
21	What are the major determinants of personality?	Level 3	Applying
22	Write a short note on Trait Theory.	Level 4	Analysing
23	How does personality relate to organizational Behaviour?	Level 1	Remembering
24	What are the stages of personality?	Level 2	Understanding

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Discuss the factors influencing Personality.	Level 1	Remembering
2	Briefly evaluate the contributions of the Trait theory of personality to the study of Organisational Behaviour.	Level 2	Understanding
3	(a) Explain the types of learners. (5)	Level 3	Applying
	(b) Explain the various steps in the learning process. (8)		
4	Explain the nature & importance of Emotional Intelligence	Level 4	Analysing
5	Discuss the various steps in the Organizational Behaviour modification process.	Level 5	Evaluating
6	Discuss the nature of emotions and the need for managing emotions in organisations.		
7	(a) Write about the process of Attitude Formation. (5)	Level 1	Remembering
	(b) Explain the factors influencing attitude formation. (8)		
8	What is meant by Changing Attitude? Discuss the barriers to changing Attitude.	Level 2	Understanding
9	Explain the characteristics and objectives of Values.	Level 3	Applying
10	Elaborate on the factors influencing Perception.	Level 4	Analysing
11	(a) Discuss the Organisation's Behaviour Modification Strategies in detail. (6)	Level 1	Remembering
	(b) Highlight the importance/significance of behaviour modification in organizations. (7)		
12	How to overcome the barriers to attitudinal change?	Level 2	Understanding
13	Explain the sources of Values.	Level 4	Analysing

14	Discuss the characteristics & importance of Perception.	Level 1	Remembering
15	How does sensation differ from perception? Explain.	Level 2	Understanding
16	Explain in detail how the external factors affect perception.	Level 3	Applying
17	What does stereotyping mean? Give an example of how stereotyping can create perception.	Level 4	Analysing

PART - C

S.NO	QUESTIONS
1	'Perception is key factor in Managerial Efficiency' – How would you defend this statement?
2	'Attitude determines your Altitude' – Substantiate your views about this quote with relevant examples from corporate.
3	Describes the types of Motivational Patterns used to motivate employees in Indian Organizations.
4	<p>Cool Products, a company dealing in the production & distribution of packed condiments in the state of M.P. Company is a Market Leader in the state of M.P Company decided to expand the business in the state of Rajasthan. They have identified Kota as a place for establishing a production unit for which they have two tenable posts by marketing or production manager since the job involves the skill of both. There are two profiles of managers for the post of GM of the unit. Mr Varun Tyagi(Production Manager) and Mr Avinash Kale (Marketing Manager). As the consultant, we have to choose one of them for the post of GM. Case Highlights:-</p> <p>Mr Varun Tyagi is a mechanical engineer. He has 10 years of work experience in the Food Preservation Industry Qualities: hardworking, sincere, honest, dependable manager, foresighted, technically sound, pleasant personality, can handle employee grievances, provides employees satisfaction, goes by rule of law when in difficulty, good reputation the in industry.</p> <p>Mr. Avinash Kale has done MBA from IMS(Nagpur). His performance in academics was excellent Qualities- Calculative (as thinks ten times before taking any decisions), hardworking, taskmaster, obedient, maintains distance from workers, Task-oriented leader, good communication skills, considered to be a Management Man.</p> <p>Question:</p> <p>1) Evaluates the pros & cons of the candidate and suggest a suitable candidate for the organisation.</p>
5	"That you and I agree on what we see suggests we have similar backgrounds and experiences." Do you agree or disagree? Discuss.

UNIT – III –GROUP BEHAVIOUR

SYLLABUS: Organization structure – Formation – Groups in organizations – Influence – Group dynamics–Emergence of informal leaders and working norms – Group decision-making techniques – Team building- Interpersonal relations – Conflict Management – Dimensions of Conflict

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define Organisation Structure.	Level 1	Remembering

2	What are the needs for a formal organisation structure?	Level 2	Understanding
3	Differentiate between formal and informal organisations.	Level 3	Applying
4	Explain the concept of group dynamics.	Level 4	Analysing
5	Write a short note on Group Dynamics.	Level 5	Evaluating
6	Define the concept of Group Cohesiveness	Level 6	Creating
7	What is meant by Group Norms?	Level 1	Remembering
8	Why do informal groups come into existence?	Level 2	Understanding
9	How would you define Group Polarisation?	Level 3	Applying
10	What is meant by Group Behaviour?	Level 4	Analysing
11	Write a short note on Nominal Groups in decision-making.	Level 5	Evaluating
12	Define Delphi Technique	Level 6	Creating
13	What is meant by Conflict?	Level 1	Remembering
14	Give an outline of the communication process.	Level 2	Understanding
15	List the importance of managing conflict in an organisation.	Level 3	Applying
16	Differentiate between Team and Groups	Level 4	Analysing
17	Write the stages in Group Development.	Level 1	Remembering
18	What are the barriers to effective communication?	Level 2	Understanding
19	Differentiate between Formal and Informal Groups.	Level 1	Remembering
20	What do you mean by group decision-making?	Level 1	Remembering
21	List the few group decision making techniques.	Level 2	Understanding
22	What are the dimensions of conflict?	Level 3	Applying
23	List the major forms of conflict.	Level 4	Analysing
24	How does conflict differ from competition?	Level 5	Evaluating

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Briefly discuss the concept, need and importance of formal organisation structure.	Level 1	Remembering
2	Give a detailed differentiation between formal and informal organisation.	Level 2	Understanding

3	How far does a formal and informal group influence the organisation and affect the group dynamics?		Level 3	Applying
4	Give a detailed outline of the various stages of group development.		Level 4	Analysing
5	(a)What is the importance of Organisation Structure?	(6)	Level 5	Evaluating
	(b)Explain the formation of the Organisation Structure in detail	(7)		
6	Discuss in detail the communication process.		Level 6	Creating
7	Explain in detail the various Group Decision-making techniques.		Level 1	Remembering
8	Give a brief on the importance of effective communication with suitable examples from the Indian education system		Level 2	Understanding
9	Define group cohesiveness and describe the factors influencing group cohesiveness.		Level 3	Applying
10	How do formal groups play role in an organisation?		Level 4	Analysing
11	Discuss the measures of managing conflict.		Level 1	Remembering
12	(a) What are the different stages in Teambuilding?	(8)	Level 2	Understanding
	(b) How do make teams deliver successful results?	(5)		
13	(a) What do you mean by Organisational Communication? Discuss its types.	(8)	Level 4	Analysing
	(b) Suggest ways for effective communication.	(5)		
14	Discuss the barriers in Communication and state the measures to overcome these barriers.		Level 1	Remembering
15	Explain the differences between functional and dysfunctional conflict.		Level 2	Understanding
16	What are the styles of conflict management? Discuss.		Level 3	Applying
17	Discuss the major forms of conflict in organisations.		Level 4	Analysing

PART - C

S.NO	QUESTIONS
1	<p>The T Aerospace company is in the early stages of planning the development of the latest commercial jet, the 007. The aircraft industry is a fiercely competitive one, dominated by a few large global players who operate at the forefront of technology. In this industry, competitors quickly copy and advance in technology or new management technique that might provide them with P/ID 37503/PBAC 3 competitive edge. Some of T Aerospace Company's competitors have adopted team working as means of speeding up their development and production process. The T Aerospace Company is thus considering the adoption of the team working in its operations but some of the traditionalists in the company are doubtful. They are concerned that the benefits of work specialization will be lost. Some of the managers have had negative experiences with the team working and so have strong reservations about the proposed changes.</p> <p>1) List the four key components involved in making an effective team. (5 Marks)</p> <p>2) Identify the benefits that T Aerospace Company can expect to gain from the adoption of the team working. (5 Marks)</p> <p>3) Describe the difficulties that the company is likely to encounter in the management of its teams and recommend ways to turn individuals into team players. (5 Marks)</p>

2	"High Cohesiveness in a group leads to higher group productivity". Do you agree or disagree? Explain.
3	If group decisions consistently achieve better quality outcomes than those achieved by individuals, how did the phrase "A camel is a horse designed by a committee" become so popular and ingrained in the culture?
4	Working with others is not always easy. Simply working in the same group or for the same company does not guarantee that people will be motivated to work together. Different individuals will have different work ethics, will be looking to satisfy different needs from work, and will have their own ways of doing things. There is no guarantee that a workgroup will function smoothly or cohesively. a. Do you think group efforts are not successful? (8 Marks) b. How will you substantiate designing jobs around groups is necessary? (7 Marks)
5	"frustration causes harm to an employee experiencing it." Explain.

UNIT – IV –LEADERSHIP AND POWER

SYLLABUS: Meaning – Importance – Leadership styles – Theories – Leaders Vs Managers – Sources of power – Power centers – Power and Politics-Women and Corporate Leadership

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Compare merits and Demerits of Power	Level 1	Remembering
2	What do you mean by transformational leadership?	Level 2	Understanding
3	What are the traditional styles of leadership?	Level 3	Applying
4	Differentiate Leadership and Power	Level 4	Analysing
5	State the reasons for organizational politics.	Level 5	Evaluate
6	What is Power?	Level 1	Remembering
7	What is Group dynamics?	Level 2	Understanding
8	What is meant by autocratic leadership?	Level 3	Applying
9	Explain the different styles of traditional leadership	Level 5	Evaluating
10	What makes leadership effective?	Level 1	Remembering
11	What are the sources of power?	Level 2	Understanding
12	List the qualities of a good Leader.	Level 3	Applying
13	What is meant by Referent Power?	Level 4	Analysing
14	Recall the difference between power and politics.	Level 5	Evaluating
15	What is a power centre?	Level 1	Remembering
16	What is Organisational Culture?	Level 2	Understanding
17	What are the reasons for Organisational Politics?	Level 3	Applying
18	State your understanding of Charismatic Leadership.	Level 1	Remembering
19	What do you understand by the managerial Grid?	Level 2	Understanding

20	Define leadership	Level 3	Applying
21	What is the meaning of corporate leadership?	Level 1	Remembering
22	Who is the best corporate leader?	Level 2	Understanding
23	What makes a good corporate leader?	Level 3	Applying
24	What is the role of leaders in corporate governance?	Level 4	Analysing

PART- B			
S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	(a) Define Leadership. Explain the major styles of Leadership	(7)	Remembering
	(b) Write a Detailed note on the nature and importance of Leadership	(6)	
2	Explain in detail some of the methodologies for managing political behaviour.		Level 2 Understanding
3	(a)How could one use organizational politics for career advancement and achievement of the goals of the organization?	(7)	Applying
	(b)Write down the advantages and disadvantages of various leadership styles.	(6)	
4	Illustrate the managerial grid developed by Blake and Mouton.		Level 4 Analysing
5	What are the reasons for Organisational Politics? Explain		Level 5 Evaluating
6	(a)Examine the types of power and sources of power?	(6)	Level 6 Creating
	(b)How do managers acquire the power for leadership?	(7)	
7	(a)Define and explain power and politics in an organization.	(7)	Level 1 Remembering
	(b)State the precautions while dealing with power Centres.	(6)	
8	What are the sources of power? Explain how the power and politics contribute towards effective management of human resources in a democratic country like India		Level 2 Understand
9	(a)Can you identify the factors influencing organizational politics? Explain.	(6)	Level 3 Applying
	(b)Discuss the tactics used to gain political Power.	(7)	
10.	Discuss the various leadership styles along with its advantages and disadvantages.		Level 1 Remembering
11	(a)Define and discuss about various leadership theories.	(7)	Level 2 Understanding

	(b) What are the different levels of Political reason?	(6)		
12	(a)What are the contingencies of power and how does it moderate the effectiveness of power? Discuss in detail.	(7)	Level 3	Applying
	(b)State the ways to effectively use power Centres.	(6)		
13	What do you mean by organisational politics? Why do organisational politics emerge?		Level 4	Analysing
14	Elaborate on the role of Women in Corporate Leadership.		Level 2	Understanding
15	Define political behaviour. Why is politics a fact of life in organizations?		Level 1	Remembering
16	Elaborate on corporate leadership in detail.		Level 2	Understanding
17	Discuss in detail the need and importance of corporate leadership in detail.		Level 3	Applying

PART - C

S.NO	QUESTIONS
1	Describe the Hersey-Blanchard model of Leadership style.
2	You are a sales representative for an international software company. After four excellent years, sales in your territory are off 30 per cent this year. Describe three defensive responses you might use to reduce the potential negative consequences of the decline in sales
3	What effect if any, do you expect in the leadership practices of Modern organizations?
4	Briefly write about the functional power distribution and write the various tactics employed to gain power.
5	"A leader is developed and not born." Do you agree with this? Explain with reasons.

UNIT – V –DYNAMICS OF ORGANIZATIONAL BEHAVIOUR

SYLLABUS: Organizational climate – Factors affecting organizational climate – Importance. Job satisfaction – Determinants – Measurements – Influence on behavior. Stress – Work Stressors – Prevention and Management of stress – Balancing work and Life. Organizational development – Characteristics – objectives –.Techniques--Organizational effectiveness Developing Gender sensitive workplace

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	List the elements of organizational climate.	Level 1	Remembering
2	What are the characteristics of OD?	Level 2	Understanding
3	Give the major external reasons for the change in organizations.	Level 3	Applying
4	What are the causes of stress? How to Manage them?	Level 4	Analysing
5	What are the determinants of Job	Level 5	Evaluating

6	What is stress?	Level 4	Evaluating
7	What is Force Field Analysis?	Level 1	Remembering
8	What do you mean by Organisational effectiveness?	Level 2	Understanding
9	Differentiate organizational culture and climate.	Level 3	Applying
10	What are the objectives of Organisational Development	Level 4	Analysing
11	What is Proactive change?	Level 5	Evaluating
12	Define Socialization.	Level 6	Creating
13	What is Job Satisfaction?	Level 1	Remembering
14	What is eustress?	Level 2	Understanding
15	Define Work Stress.	Level 3	Applying
16	Define Organisational Culture.	Level 4	Analysing
17	Mention Four Characteristics of Organisational Culture.	Level 1	Remembering
18	What is work-life balance?	Level 2	Understanding
19	What is Organisational Development?	Level 3	Applying
20	Outline the Socialization Process	Level 1	Remembering
21	What is organizational effectiveness?	Level 1	Remembering
22	List out the steps involved in the Organisational Development process.	Level 2	Understanding
23	What are the components of organisational effectiveness?	Level 3	Applying
24	What is stress management?	Level 4	Analysing

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define change in an organization and explain its process.	Level 1	Remembering
2	(a)Distinguish between organizational culture and climate. (7)	Level 2	Understanding
	(b)State the factors influencing organizational culture. (6)		
3	(a)Discuss the dimensions of Organization culture? (7)	Level 3	Applying
	(b)Discuss the characteristics of Organizational Culture. (6)		
4	(a)Why is organizational change often resisted by individuals and groups within the organization? (7)	Level 4	Analysing
	(b)How can the resistance be prevented? (6)		
5	(a)Discuss the major OD interventions (7)		

	(b)Which of those OD intervention techniques is most effective in India?	(6)	Level 5	Evaluating
6	Define Organisational Effectiveness. Explain the Challenges and objectives of organizational effectiveness with valid arguments.		Level 6	Creating
7	(a) Discuss the important characteristics of Organisational Culture.	(7)	Level 1	Remembering
	(b) State the factors influencing Organisational Culture.	(6)		
8	(a)Briefly discuss the causes of stress.		Level 2	Understanding
	(b)Discuss the consequences of stress & prevention of stress.			
9	Describe the major characteristics of Organisational Development.		Level 3	Applying
10	(a)Identify and discuss the various approaches to organizational effectiveness.	(6)	Level 4	Analysing
	(b)Discuss ways of achieving organizational effectiveness.	(7)		
11	Define Organization climate. Elaborate about it. Briefly explain the factors affecting organizational climate with suitable examples.		Level1	Remembering
12	Explain the steps in the process of OD and discuss its values.		Level 2	Understanding
13	The term Job Satisfaction refers to the general attitude or feelings of an individual towards his job – Discuss.		Level 4	Analysing
14	Describe the characteristics and importance of OD-Organizational Development.		Level 1	Remembering
	Discuss the major OD intervention. In your opinion which O.D intervention is the most effective and why?		Level 2	Understanding
	State the approaches for achieving organizational effectiveness.		Level 3	Applying
	Describe the role of Organisational Development in organisational improvement. What are its various limitations and problems?		Level 4	Analysing

PART - C

S.NO	QUESTIONS
1	“We should be opposed to the manipulation of individuals for organizational purposes, but a degree of social uniformity enables organizations to work better”. Do you agree or disagree with this statement? What are its implications for organisational culture? Discuss.
2	What are the reasons for resistance to change? What can the management do to overcome such resistance?

3	<p>Mona is working in an advertising firm as a layout designer of advertisements cum model dress designer. She is unmarried and a workaholic. She spends maximum time in the workplace and is pampered by her bosses. Over a period of time, she is rewarded with pay hikes and promotions for her good job. After a few years, she is married and now heads family responsibilities. She is getting physically stressed. Mona is not able to balance her time with her family and work and is losing her control of job perspectives. A new recruit Aishwarya is appointed to assist her and within a few months, she takes over Mona's work and is a favourite among colleagues and bosses. Mona is developing a mental disorder due to a feeling of insecurity and the loss of her job.</p> <p>Read the above case and answer the following questions</p> <p>(a) Do you think Mona should quit the job? Give reasons (7 Marks)</p> <p>(b) How can Mona cope with her physical and mental stress? (8 Marks)</p>
4	<p>Discuss the major OD interventions. Which of those interventions is most effective in India?</p>
	<p>If you were in charge of designing the ideal management development programme, what topics would you include? Why?</p>