

- 14a. [i] Compare between intra-group and inter-group conflict resolution.
[ii] Write about the systematic way of managing conflicts. [16 marks]

[OR]

- 14b. [i] Define organizational culture.
[ii] What are the functions of organizational culture?
[iii] How do we develop organizational culture?
[iv] Explain the levels and values in organizational culture. [16 marks]

- 15a. Write a note on the concept, advantage and disadvantage of Management by Objective.
[16 marks]

[OR]

- 15b. Write a note on the concept, advantage and disadvantage of Decision Support Systems.
[16 marks]