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I Semester M.B.A. (Day) Degree Examination, August- 2021

MANAGEMENT

Organizational Behaviour

Paper : 1.2

(CBCS Scheme 2014-15)

(Repeaters)

Time : 3 Hours

Maximum Marks : 70

SECTION - A

Answer any **Five** of the following questions, each carries **5** marks. (5x5=25)

1. Define Organizational Behavior. List the challenges and opportunities of OB
2. What is Perception? Explain the perceptual process.
3. What do you understand by Attitude? What are their functions?
4. What is Motivation? Why is it a critical issue of interest to Managers in organizations?
5. State the concept of Johari window. Illustrate with an example.
6. How is organization culture created and sustained?
7. Define organizational change. Write a note on the steps in change process.

SECTION - B

Answer any **Three** of the following questions, each carries **10** marks. (3x10=30)

8. How does the study of Personality help in understanding OB? Discuss in detail with examples.
9. What are some of the major sources of interpersonal conflict? Which do you think is most relevant in today's organizations?
10. Compare and contrast Maslow's need hierarchy theory & Herzberg's two factor theory of motivation.

[P.T.O.]



11. Illustrate with examples of how the manager of an e-commerce unit may apply each of the four learning theories:
- i. Classical Conditioning
 - ii. Operant Conditioning
 - iii. Social Learning theory
 - iv. Cognitive theory of learning

SECTION - C

Compulsory Question:

(1×15=15)

12. CASE STUDY.

Sridhar, a young executive in Classic Softech Ltd., has become irritable, unpopular with colleagues and subordinates and a problem for the boss. His performance has started to slacken and mistakes plague his every action and recommendation. What is surprising is just three months back Sridhar was quite opposite of all these. He also has a brilliant track record. With a gold medal from a prestigious B-School, Sridhar entered his vocational area of finance and proved an instant success. He has revamped the cost and budgetary control systems, set up a management accounting procedure, and created a reliable and efficient management information system. Sridhar received awards and is slated to climb up the organizational hierarchy further.

Yet, such a man has gone to pieces all of a sudden. Several things transpired against Sridhar. His only son has turned out to be a spastic child, he has been overlooked for a promotion, with a less flamboyant outsider being preferred for the No. 1 slot by the management, which has suddenly exhibited its preference to a traditional accountant and he has fallen foul of a powerful line executive.

To compound the problem further, what had been a mild flirtation with an office colleague has assumed the proportion of a major sex scandal.

With his emotional relationships in a mess and worried about his son's health and his own future in Classic Softech, Sridhar's morale has gone bust. His self-confidence has been rudely shaken.

Questions:

1. How would the knowledge of OB help describe these sudden happenings in the life of Sridhar?
 2. What should Sridhar do now to resolve the issues?
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