



PJ – 670

I Semester M.B.A. Degree Examination, January/February 2019
(CBCS) (2014-15 and Onwards)

MANAGEMENT

Paper – 1.2 : Organisational Behaviour

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** of the following : (5×5=25)

1. Define Organizational Behaviour. How OB Knowledge can be used in organization ?
2. What is Attitude ? How Attitudes are formed ?
3. What is Leadership ? What are the various types of leadership found in the organization ?
4. What is Johari window ? How can intra-inter conflict be managed using Johari window model ?
5. What is culture ? How can culture influence organizational effectiveness ?
6. Define change. What are the various stages of change that can be observed in a start-up company ?
7. Define perception. How perception influences the productivity of an individual in the organization ?

SECTION – B

Answer **any three** of the following : (3×10=30)

8. Define personality. What are the determinants of personality ?
9. Define learning. What are the various theories of learning ?
10. Organizational behaviour is Art and Science. Discuss. What are the various models of OB ?
11. Define motive and motivation. What are the various theories of motivation ?

P.T.O.



SECTION - C

12. **Compulsory** (Case study) :

(1×15=15)

Behavioural Issues

Mr. Bhatt is 50 and has vast experience in Pharma industry. A newly established pharmaceutical company producing medicines based on biotechnology employed Mr. Bhatt as its Product Development Executive. A team of young 14 scientists in biotechnology work under him.

These scientists have wonderful ideas and work with zeal and competitive collaboration attitude. They are highly communicative to each other. They started communicating with Mr. Bhatt also in the same parlance. But, Mr. Bhatt was never used to appreciate and he used to pushdown his views, ideas and orders to his subordinates in his earlier organization.

The young scientist tried to convince Mr. Bhatt but failed. He used to prove that 'Boss is Right' and 'Boss is Boss'. The young scientist had a number of new ideas and these ideas could not see the light of the day. They also found that other companies successfully implemented ideas similar to those of their ideas. These scientists started leaving the company one after the other.

The MD-Managing Director of the company in an exist interview found the reason for high rate of employee turnover among scientist and realised the damage caused to the company owing to Mr. Bhatt failure in encouraging upward communication. Mr. Bhatt was made to realise but it had damaged the company and the young minds by that time.

Questions :

- a) What type of personality do Mr. Bhatt possess ? 5
- b) What are the problems that you see in this case ? 5
- c) What are the strategies to be adopted by the MD to make it a better place to work ? 5