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Enrollment No.....



Faculty of Management
End Sem (Odd) Examination Dec-2018
MS5CO04 Organization Behaviour

Programme: MBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1 i. Which of these models is based on power? **1**
(a) Autocratic (b) Custodial (c) Supportive (d) All of these
- ii. Which of this challenge relates to managing a diversified workforce? **1**
(a) Workforce Diversity (b) Corporate reorganization
(c) Empowerment (d) Quality revolution.
- iii. Tendency of perceiving people in terms of his group relates to **1**
(a) Stereotypes (b) Halo effect
(c) Projection (d) Attribution
- iv. Which of these is included in the hygienic factor: **1**
(a) Job security (b) Achievement
(c) Recognition (d) Advancement
- v. Group which is created by organization to carry on certain task is: **1**
(a) Formal Group (b) Informal Group
(c) Friendship Group (d) None of these
- vi. According to which view conflict is harmful: **1**
(a) Classical view (b) Behavioural view
(c) Interactionist view (d) None of these
- vii. In which type of organization culture members are treating equally: **1**
(a) Mechanistic (b) Autocratic
(c) Participative (d) Bureaucratic
- viii. Which of these is a positive stress: **1**
(a) Distress (b) Eustress (c) Physical stress (d) None of these

P.T.O.

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- ix. Which of these is an external force of Organizational change: **1**
(a) Technology
(b) Change in managerial personnel
(c) Change in Organizational structure
(d) Change in operative personnel
- x. The changes which are systematically introduced by the management is: **1**
(a) Planned Change (b) Evolutionary Change
(c) Revolutionary change (d) None of these
- Q.2 i. What is organization behaviour. Explain any two objectives of OB. **3**
ii. Explain any five challenges and opportunities of OB. **5**
OR iii. Discuss various OB models. **5**
- Q.3 i. Explain social perception. **3**
ii. Explain the factors affecting selective perception. **5**
OR iii. Explain the types of personality. **5**
- Q.4 i. Explain any two approaches of conflict management. **3**
ii. Explain briefly the styles of leadership. **5**
OR iii. Explain the contingency theory of leadership. **5**
- Q.5 i. Explain the types of organization culture **2**
Attempt any two:
ii. Explain the process of organization development. **3**
iii. Define organization culture. **3**
iv. Explain OD intervention. **3**
- Q.6 Attempt any two:
i. Explain the types of organization change. **4**
ii. What is meant by organization change. **4**
iii. What are the causes of resistance to change. **4**

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- Q.7 Case Study
Amitabh Saha is Regional Personnel Manager (North) of Indian Steel Company. Indian Steel Company is an integrated steel per annum of its plant located in Jharkhand. These warehouses are managed by a branch manager and around 40 staff members. Every branch has a recognized union. The region is headed by a regional manager and Amitabh reports to him administratively. The regional manager calls Amitabh and tells him that there is a need to extend the working hours from the existing 7 hours to 8.5 hours. This is necessary because of increased competition and, therefore, need for a customer service better than competitors. He also wants to reduce the number of holiday in all the branches from the existing 12 days to 4 days.
- i. What has forced this change? Can you identify the contextual factors here? **4**
- ii. Do you think this move of the management is justified? Why? Will the workers look at the issue in the same way? Will the government be involved? **6**

Marking Scheme
MS5CO04 Organization Behaviour

			1 mark for each	(1 mark * 5)	
Q.1	i. Which of these models is based on power? (a) Autocratic	1			
	ii. Which of this challenge relates to managing a diversified workforce? (a) Workforce Diversity	1			
	iii. Tendency of perceiving people in terms of his group relates to (a) Stereotypes	1			
	iv. Which of these is included in the hygienic factor: (a) Job security	1			
	v. Group which is created by organization to carry on certain task is: (a) Formal Group	1			
	vi. According to which view conflict is harmful: (a) Classical view	1			
	vii. In which type of organization culture members are treating equally: (c) Participative	1			
	viii. Which of these is a positive stress: (b) Eustress	1			
	ix. Which of these is an external force of Organizational change: (a) Technology	1			
	x. The changes which are systematically introduce by the management is: (a) Planned Change	1			
Q.2	i. Organization behaviour Any two objectives of OB 1 mark for each (1 mark * 2)	3 2 marks			
	ii. Any five challenges of OB. 0.5 mark for each (0.5 mark * 5) Any five opportunities of OB. 0.5 mark for each (0.5 mark * 5)	5 2.5 marks 2.5 marks			
OR	iii. Any five OB models 1 mark for each	5 (1 mark * 5)			
Q.3	i. Social perception. Concept and perception As per explanation	3			
	ii. Any five factors affecting selective perception. 1 mark for each	5 (1 mark * 5)			
OR	iii. Any five types of personality.	5			
Q.4	i. Any two approaches of conflict management. 1.5 marks for each	3 (1.5 mark *2)			
	ii. Any five styles of leadership. 1 mark for each	5 (1 mark * 5)			
OR	iii. Contingency theory of leadership. Concept Significance theories	5 2 marks 3 marks			
Q.5	i. Any two types of organization culture 1 mark for each Attempt any two:	2 (1 mark * 2)			
	ii. Process of organization development.	3			
	iii. Organization culture.	3			
	iv. Any three OD intervention. 1 mark for each	3 (1 mark * 3)			
Q.6	Attempt any two:				
	i. Any two types of organization change. 2 marks for each	4 (2 marks * 2)			
	ii. Concept and explanation of organization change.	4			
	iii. Any four causes of resistance to change. 1 mark for each	4 (1 mark * 4)			
Q.7	Case Study				
	i. What has forced this changer Can you identify the contextual factors here	4 2 marks 2 marks			
	ii. Reason for justifying this move of management Will the works look at the issue in the same way Will the government be involved	6 2 marks 2 marks 2 marks			
