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Enrollment No.....



Faculty of Management
End Sem (Odd) Examination Dec-2017
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 one of the following is the definition given by Fred Luthans 1
- (a) “Organizational behaviour is to understand, predicting and controlling human behaviour at work”.
 - (b) “Organizational behaviour is subset of management activities concerned to human behaviour”.
 - (c) “Organizational behaviour is a branch of social sciences that seeks to build theories”.
 - (d) “Organizational behaviour is a field of study that investigates the impact on behaviour”.
- ii. OB focuses at 3 Levels 1
- (a) Individuals, Organization, Society
 - (b) Society, Organization, Nation
 - (c) Employee, Employer, Management
 - (d) Individual, Groups, Organization.
- iii. Belief, opinion, knowledge, emotions feelings intention are the components of 1
- (a) OB
 - (b) Job satisfaction
 - (c) Attitude
 - (d) Personality
- iv. MBTI stands for 1
- (a) Myers- Briggs Test indicator.
 - (b) Myers- Briggs Test investigator.
 - (c) Myers- Briggs Type indicator.
 - (d) Myers- Briggs Type investigator.

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- v. In group what are more important to the group members than any financial incentive. **1**
(a) Norms (b) Values
(c) Both (a) and (b) (d) None of these
- vi. Which teams are concerned with rotating tasks and assignments amongst its members **1**
(a) Self-managed (b) Self styled
(c) Self motivated (d) Self concerned
- vii. To change organizational culture successfully we need to **1**
(a) Find the most effective sub-culture and use it as an example
(b) Practice what we preach
(c) Both (a) and (b)
(d) None of these
- viii. The least visible and deepest level of organizational culture is: **1**
(a) Artifacts (b) Shared assumptions
(c) Espoused values (d) All of these
- ix. Resistance to Cultural Change is directly depends on: **1**
(a) Magnitude of change (b) Strength of the prevailing culture
(c) Both (a) and (b) (d) None of these
- x. Handling of crises by managers and employees reveals an organizational **1**
(a) Culture (b) Society
(c) Environment (d) Structure
- Q.2 i. What are some of the major challenges faced by today's organizations and management, like a manager? How do you overcome these challenges? Explain. **4**
- ii. Briefly describe the various models of organizational behaviour. **6**
- OR iii. "The study of organization behaviour is essential for all managers." Justify the statement by explaining its nature and scope. **6**
- Q.3 i. How are attitudes formed? What are its characteristics and components? **4**

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- ii. Explain the dimension of emotional intelligence (EI) and describe how the knowledge in emotional intelligence (EI) helps any manager. **6**
- OR iii. How does the study of personality help in understanding organizational behaviour? **6**
- Q.4 i. What are the advantages and disadvantages of group decision making techniques? **3**
- ii. Critically examine the various approaches to the study of leadership behaviour. Is there any one best style of leadership? **7**
- OR iii. Discuss various causes and consequences of conflict. **7**
- Q.5 i. Define stress. Discuss various sources of stress. **4**
- ii. Define organizational development. Describe the steps involved in the organizational development process. **6**
- OR iii. Explain the concept of developing, creating and sustaining high performance culture. **6**
- Q.6 Attempt any two:
- i. Define change. The process of change and put forth your arguments on which is more important-stability or change. **5**
- ii. Explain in detail Lewin's change model. **5**
- iii. What do you understand by cross cultural communication explain with the help of example? **5**

**MS5CO04 Organization Behaviour
Marking Scheme**

Q.1	i.	(a) “Organizational behaviour is to understand, predicting and controlling human behaviour at work”	1
	ii.	(d) Individual, Groups, Organization.	1
	iii.	(c) Attitude	1
	iv.	(c) Myers- Briggs Type indicator.	1
	v.	(a) Norms	1
	vi.	(a) Self-managed	1
	vii.	(c) Both (a) and (b)	1
	viii.	(b) Shared assumptions	1
	ix.	(c) Both (a) and (b)	1
	x.	(a) Culture	1
Q.2	i.	Challenges of a manager- 2 marks Ways to overcome these challenges- 2 marks	4
	ii.	Models of organizational behaviour- 6 marks (for models - each model is of 1.5 Marks)	6
OR	iii.	Nature of OB – 3 marks Scope of OB – 3 marks	6
Q.3	i.	Process of formation of attitude- 1 mark Characteristics – 2 marks Components of attitude – 1 mark	4
	ii.	Dimension of emotional intelligence (EI)- 3 marks Knowledge in emotional intelligence (EI) helpful for manager- 3 marks	6
OR	iii.	Significance of personality in study of OB-6 marks	6
Q.4	i.	Advantages of group decision making- 1.5 marks Disadvantages of group decision making – 1.5 marks	3
	ii.	Approaches of leadership – 4 marks Best style of leadership-3 marks	7
OR	iii.	Various causes and consequences of conflict.	7

Q.5	i.	Definition of stress- 2 marks Sources of stress- 2 marks	4
	ii.	Definition of organizational development- 2 marks Steps in the organizational development process- 6 marks	6
OR	iii.	Developing, creating and sustaining culture- 6 marks (2 marks each)	6
Q.6		Attempt any two:	
	i.	Definition of change- 2 marks Process of change – 2 marks Statement on stability or change-1 mark	5
	ii.	Lewin’s change model – 5 marks	5
	iii.	Cross cultural communication- 4 marks Example – 1 mark	5
