

10902

**First Semester M.B.A. Degree Examination, August/September 2021**

*(CBCS Scheme – 2014-15 onwards)*

**Management**

**Paper 1.2 – ORGANISATIONAL BEHAVIOUR**

*Time : 3 Hours]*

*[Max. Marks : 70*

**SECTION – A**

Answer any **FIVE** questions. Each question carries **5** marks : **(5 × 5 = 25)**

1. Define Organisational Behaviour. What are the various benefits of application of OB in organisational setting? Narrate with apt examples.
2. What are the factors which determine Personality? How Personality is shaped?
3. What are the various theories of Motivation? Discuss how Managers can motivate employees in Organisation for better performance?
4. What is Johari Window? How can it be used in Conflict Management in Organisation?
5. How can culture play a role in Organisational Effectiveness? Discuss with few organisational examples.
6. Define Organisational Development and Change. What are the various stages of Change?
7. What are the factors which contribute for Discipline at workplace? What will be the role of Manager in bringing discipline in employees?

**SECTION – B**

Answer any **THREE** questions. Each question carries **10** marks : **(3 × 10 = 30)**

8. What is the learning process? What are the different ways through which people learn at workplace?
9. Define Attitude. How attitudes are formed and what are the types of attitude?
10. What are the various stages of team building? What is the role of manager in Team formation?
11. Define Leadership. Distinguish between leader and a Manager with apt examples.

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**SECTION - C**

Compulsory question :

**(1 × 15 = 15)**

**12. Case Study :**

On the first day of all employees coming back after a gap of one month to the workplace, the HR Manager noticed a low energy in employees. The reasons may be due to long gap and a holiday. Since it was first day, HR manager dint mind but took notice of such employees behaviour. After 20 days of work, same behaviour was observed and employees had low energy at workplace. When the Productivity data was analysed, there was s sharp decline in output. This was a serious concern for Management and the CEO also was not happy with the progress in last twenty days. The HR Manager brought this to the notice to the Management/CEO, and Management decides to call for an OB Consultant (that is You). Once you reached the Organisation, the Management has meeting with you, and the discussion is around the employee behaviour and its effect on performance and productivity. After the meeting, you are given certain task to plan, and as an OB Consultant, you have to do the following work.

1. What will be your methodology to understand the employee behaviour? What parameters would you consider to understand the relationship between behaviour and productivity/performance? **(5)**
2. If a Motivation activity has to be organised, what will you plan to do? How do you measure the effectiveness of such Motivation activity? **(5)**
3. What are the ten questions you would ask employees to know the employee engagement level? **(5)**