



I Semester M.B.A. Examination, May/June 2023

(CBCS Scheme)

MANAGEMENT

1.2 : Organisational Behaviour

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** questions, **each** carries **5** marks.

(5×5=25)

1. Explain the process of perception with a model.
2. What are the causes for inter-personal and inter-group conflicts ? Explain.
3. 'People resist change'. Explain with reasons.
4. OB is multi-disciplinary subject. Discuss.
5. Explain Ivan Pavlov's classical conditioning theory.
6. Define Personality. What are the determinants of personality ?
7. Explain the five stages of group development with the help of a diagram.

SECTION – B

Answer **any three** questions, **each** carries **10** marks.

(10×3=30)

8. 'Leadership is a dynamic process'. Explain the statement with two important theories of leadership.
9. Explain the three important motivational theories, with appropriate illustrations.
10. "Our personal and professional relationships can be greatly improved through understanding ourselves in depth and choosing those aspects of self that can be shared with others". Analyse the statement with the help of Johari window.
11. Explain the components of Transactional Analysis with appropriate examples.

P.T.O.



SECTION – C

Compulsory question :**(15x1=15)**

12. Case Study :

While growing-up, Daniel was always rewarded by his parents for showing independence. When he started school, he was successful both inside and outside the classroom. He was always striving to be like traffic patroller and lunch room monitor in grade school. Yet his mother worried about him because he never got along well with other children his own age. When confronted with this, Daniel would reply “well I do not need them. Besides they cannot do things as well as I can. I do not have time to help them. I am too busy improving myself”. Daniel went on to do very well in both high school and college. He was always at or near the top of his class academically and was a very good long distance runner for the track teams in high school and college. In college he shied away from joining a fraternity and lived in an apartment by himself. On graduation he went to work for a large insurance company and soon became one of the top salespersons. Daniel is very proud of the fact that he was one of the top five salespersons in six of the eight years he has been with the company.

At the home office of the insurance company, the executive committee in-charge of making major personnel appointments was discussing the upcoming vacancy of the sales managers’ job for the mid-western region. The HR manager gave the following report :

“As you know the mid-western region is lagging far behind our other regions as far as sales go. We need a highly motivated person to take that situation over and turn it around. After an extensive screening process I am recommending that Daniel be offered this position. As you know Daniel has an outstanding record with the company and is highly motivated. I think he is the person for this job”.

Questions :

- a) Discuss various high and low motives appearing in this case.
 - b) What type of motivation is desirable for people in sales positions ?
 - c) “The good employee is always a good team leader”. Justify your favor and against on the statement.
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