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Question Paper Code	12892
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MBA - DEGREE EXAMINATIONS, APRIL / MAY 2024

First Semester

Master of Business Administration

20MBT103 - ORGANIZATIONAL BEHAVIOUR

Regulations - 2020

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

	<i>Marks</i>	<i>K- Level</i>	<i>CO</i>
1. List out the features of organizational behaviour	2	K1	CO1
2. Define Organizational Behaviour	2	K1	CO1
3. Differentiate Type A and Type B personalities	2	K2	CO2
4. Summarize Learning and features of Learning	2	K2	CO2
5. Identify the advantages of group decision making	2	K2	CO3
6. Compare and Contrast Teams and Groups	2	K2	CO3
7. Categorize the different Sources of Power.	2	K2	CO4
8. Classify the types of conflicting Situations	2	K2	CO4
9. Compare Effectiveness and Efficiency with suitable illustrations	2	K2	CO5
10. Distinguish between Organization Climate and Organizational culture	2	K2	CO5

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

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| 11. a) Match the different Models of Organizational Behaviour applied in organizations since the dawn of Industrial Revolution | 13 | K4 | CO1 |
| OR | | | |
| b) Examine the contributions of Behavioural Sciences to Organizational Behaviour. | 13 | K4 | CO1 |
| 12. a) Explain the factors influencing Personality in shaping individual behavior. | 13 | K2 | CO2 |
| OR | | | |
| b) Interpret Perception. Explain the Process of Perceptual Mechanism. | 13 | K2 | CO2 |
| 13. a) Choose the Group Decision making Techniques that are practiced in the organizations today with suitable illustrations. | 13 | K3 | CO3 |
| OR | | | |
| b) Examine Group Norms. How are Norms developed? What are the factors Influencing Conformance to Norms? Why Norms Enforced. | 13 | K4 | CO3 |
| 14. a) Describe different styles of Leadership with its merits and demerits. | 13 | K2 | CO4 |

OR

K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create

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- b) Explain Fiedler's Contingency Situational Theory of Leadership. 13 K2 CO4
15. a) Select the reasons for Organizational Change. Differentiate Proactive and Reactive Change with suitable Illustrations. 13 K2 CO5
- OR**
- b) Explain Quality of Working Life. Choose the Indicators of QWL. 13 K2 CO5

PART - C (1 × 15 = 15 Marks)
(Compulsory)

16. a) Krishnamurthy, plant manager of frame manufacturing company, is the chairperson of the ad hoc committee for space utilization. The committee is made up of various departmental heads of the company. The general manager of the company has given MURTHY the responsibility for seeing whether the various office, operations and warehouse facilities of the company are being optimally utilized. The company is beset by rising costs and the need for more space. However, before Okaying an expensive addition to the plant, the general manager wants to be sure that the currently available space is being utilized properly MURTHY opened up the first committee meeting by Reiterating the charge of the committee. Then MURTHY asked the members if they had any initial observations to make. The first to speak was the office manager. He stated "well I Know we are using every possible inch of room that we have available to us. But when I walk out into the plant I see lot of open spaces. We have people piled on top of one Another, but out in the plant there seems to be plenty of room." the production manager quickly replied, "We do not have a lot of space. You office people have the luxury facilities. My supervisors don't even have room for descend a file cabinet. I have repeatedly told the plant manager we need more space. After all, our operation determines whether this plant succeeds or fails, not like you people in The front office pushing paper around.' MURTHY interrupted at this point and said, "Obviously we have different interpretations of the space utilization around here. Before Further discussion I think it would be best if we have some objective facts to work with. I am going to ask the industrial engineer to provide us with some statistics on plant and office layouts before our next meeting. Today's meeting is adjourned. 15 K4 CO5

QUESTIONS:

1. What perceptual principles are evident in this case?
2. What concept was brought out when the production manager labeled the office personnel a bunch of "paper pushers"?
3. Do you think that Murthy's approach to getting "objective facts" from statistics on plant and office layout will affect the perceptions of the office and production managers?
4. If you were in Murthy's position, how would you have handled the situation?