

Reg. No.														
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Question Paper Code	13774
---------------------	-------

MBA - DEGREE EXAMINATIONS, APRIL / MAY 2025

First Semester

Master of Business Administration

24MBT103 – ORGANIZATIONAL BEHAVIOUR

Regulation - 2024

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

Marks	K- Level	CO
-------	-------------	----

- | | | | |
|--------------------------------------------------------|---|----|-----|
| 1. Define Organizational Behaviour. | 2 | K1 | CO1 |
| 2. Recall the levels of Organizational Behaviour. | 2 | K1 | CO1 |
| 3. Identify the components of attitudes. | 2 | K1 | CO2 |
| 4. Discover the sources of values. | 2 | K1 | CO2 |
| 5. Examine the different stages in Group Development. | 2 | K2 | CO3 |
| 6. Interpret the features of Group Cohesiveness. | 2 | K2 | CO3 |
| 7. Infer Power with suitable illustrations. | 2 | K1 | CO4 |
| 8. Categorize the levels of Conflicts. | 2 | K2 | CO4 |
| 9. Justify Work Life Balance. | 2 | K2 | CO5 |
| 10. Select the benefits of Organizational Development. | 2 | K2 | CO5 |

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

- | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|----|----|-----|
| 11. a) State the knowledge and the contributions' of Behavioural Sciences to Organizational Behaviour to emerge as distinct field of study. | 13 | K2 | CO1 |
|---------------------------------------------------------------------------------------------------------------------------------------------|----|----|-----|

OR

- | | | | |
|------------------------------------------------------------------------------------|----|----|-----|
| b) Summarize the challenges of Organizational Behaviour in global perspective. | 13 | K2 | CO1 |
| 12. a) Explain the factors influencing Personality in shaping individual behavior. | 13 | K2 | CO2 |

OR

- | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|-----|
| b) Interpret Organizational Behaviour Modification. Being a Manager how would you apply Organizational Behaviour Mod strategies to change the behavior of Employees? | 13 | K2 | CO2 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|-----|

13. a) Articulate the different Methods of Group Decision Making Techniques. 13 K3 CO3

OR

b) Develop Johari Window Model in terms of understanding and enhancing Interpersonal Relations. 13 K3 CO3

14. a) Analyze different Leadership Styles practiced in an Industrial Organization. 13 K3 CO4

OR

b) Connect the reasons for Organizational Politics. Suggest the ways and means to overcome Organizational Politics. 13 K3 CO4

15. a) Defend the Consequences of Stress with suitable illustrations. Recommend the Individual Sources of Stressors. 13 K4 CO4

OR

b) Appraise the barriers encountered by women while trying to move away from prescribed roles. 13 K4 CO5

PART - C (1× 15 = 15 Marks)

16. a) Let us examine the problem faced by Mr. Nataraj, Regional Manager of Alpha Pvt. Ltd. Alpha makes and distributes products from more than 10 international pharmaceutical and healthcare companies. Mr. Nataraj is responsible for managing existing clients and also to get new clients. He manages a number of sales representatives. Important customers have dedicated sales representatives, while other sales representatives try to get new clients. One day an important customer (Good Health Hospital) called Mr. Nataraj and complained that Mr. Bhavan (the sales representative) was ineffective and insisted he be removed, or else they would not give any business. Here are Mr. Nataraj's thoughts:

- The track record of Mr. Bhavan was good and he was liked within the company. Dismissing him or even transferring him to a new region will affect the morale of the workforce.
- Good health hospitals is a major customer and give good business. Losing the hospital is not an option. Therefore the demands of the hospital have to be met.

Q1 .If You were Mr. Natraj, how would you solve this issue?