

Roll No. ....

**56003**

**MBA 2 Year 1st Semester (N.S.  
2011-12) Examination-  
December, 2011**

**Organizational Behaviour**

**Paper MBA-103**

**Time : 3 hours**

**Max. Marks : 80**

**Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.**

**Note :** Attempt any four questions from 'Section A', selecting at least one question from each Unit. 'Section B' is compulsory.

**SECTION - A**

**UNIT - I**

1. Describe the challenges of OB in the current environment. What kind of modifications in


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(1)

[ Turn Over

behaviour are required to manage them ?

Discuss. 16

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2. What is cross-cultural dynamics ? Explain its impact on organizational Performance. 16

### UNIT - II

3. Describe the causes of individual behaviour. How do they affect the relations in organizations ? 16

4. What is stress ? How does it managed in the organization ? Discuss. 16

### UNIT - III

5. Define the role of social loafing in the performance of a group. Is it manageable ? If yes, what are the processes to manage it ?

6. What is power and politics ? Explain its role in the management of the people in the organization. 16

#### UNIT - IV


7. Define the components of organizational culture. Explain them with examples. 16
8. Describe the role of OB in managing change and development in the organization. 16

#### Section - B

#### Case Study

9. Caselet.

Mr. Ashok a middle-aged man was hired by the Administration Manager because of his administrative background. He was given charge of running the company canteen of administering welfare services such as transport, sports activities and medical facilities. He was to report to the Administration Manager not only for larger policy matters, but for daily operational matters. In the course of his year of service,



his integrity and honesty was established beyond questions. However, he kept on referring every detail to the Administration Manager, who had actually hired Mr. Ashok to relieve himself of his work load. In fact, the administration manager had delegated much of his powers including negotiation with the canteen suppliers, Mr. Ashok however, had his own way of doing his job. He also had the habit of giving his unsolicited advice to his peers and superiors, particularly the latter, as to how, and, what they should be doing, instructions given to him were selectively carried out. Yet, he ran to his superior, even for trivial matters more often than not.

The Administration Manager gave him 'Poor' rating.

- (a) How would you communicate the poor performance to Mr. Ashok ?
  - (b) If you were Mr. Ashok, how would you react to the situation ?
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