

**NAIPUNNYA BUSINESS SCHOOL (NBS)**  
**FIRST SEMESTER MBA I INTERNAL EXAMINATION OCTOBER 2024**  
**ORGANIZATIONAL BEHAVIOUR(BUS1C04 )**

Time:1 hour 30 min

Maximum:30 marks

**Part A**

Answer all questions  
Each question carries 2 marks

1. In Big 5 personality traits, what are the aspects of Extraversion? L2; CO1
2. What is the phenomenon that occurs when a consequence is removed when someone acts in a desirable way?  
What will be its effect? L2; CO1

**Part B**

Answer any two questions  
Each question carries 4 marks

3. Discuss various approaches to organizational behavior L2; CO1
4. Explain how social learning theory helps in the learning process L2; CO1
5. Discuss the emerging challenges and opportunities for a manager from an OB perspective L2; CO1
6. How does brainstorming helps decision making? L2; CO1

**Part C**

Answer any one question  
Each question carries 8 marks

7. "Understanding learning theories and its application in organizations is vital for managers:" Validate this statement by discussing some important learning theories. L5; CO5
8. PeakQual Inc. follows a strict performance management system. The company's managers aim at retaining the good performers and making the not-so-good performers to leave the company. Some unrest situation was existing and the attrition rate was higher. What OB related problems and challenges are faced by the company and how it can be solved? L3; CO3

**Part D**

Compulsory question  
10 Marks

9. Barry has noticed that Pinnacle Custom Homes isn't the cheerful, pleasant place it used to be. Back when he was building six homes a year, everyone appeared to be dedicated to meeting deadlines, controlling costs, and keeping customers highly satisfied. But over the past two years the company has grown to 15 houses and added two new employees.

**Turn Over**

Now it seems like everything is falling through the cracks: Deadlines are missed, mistakes are made on the houses, and work has to be redone. In addition, no one wants to accept responsibility for mistakes, and everyone blames someone else. Barry has also noticed that tempers are shorter, and he even has found himself arbitrating territorial disputes between departmental functions. Yes, people may have become burned out from the increased work, but Barry had hired additional help in both the office and the field, and had increased salaries to keep pace with the market. But a lot of the fun and spark has gone out of the work, and Barry feels a distinct lack of enthusiasm or camaraderie in the ranks. What is going wrong?

Questions:

- a). Identify the problems you have noticed in this case
- b). If Barry's employees are less enthusiastic, who is to be blamed? Why?
- c) If you were Barry, what would you do?

L5; CO5

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