

NAIPUNNYA BUSINESS SCHOOL (NBS)
FIRST SEMESTER MBA II INTERNAL EXAMINATION DECEMBER 2024
ORGANIZATIONAL BEHAVIOUR(BUS1C04)

Time:1 hour 30 min

Maximum:30 marks

Part A

Answer all questions. Each question carries 2 marks

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| 1. Describe the interactionist view of conflict | L2; CO2 |
| 2. Identify the power that the College Dean has been granted by the University over the faculty | L2; CO1 |

Part B

Answer any two questions. Each question carries 4 marks

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| 3. Explain how social learning theory helps in the learning process | L2; CO1 |
| 4. Discuss the effect of performance norms and cohesiveness on effectiveness | L2; CO1 |
| 5. How do work teams differ from work groups? Explain with examples | L2; CO2 |
| 6. Where would a personality with higher conscientiousness fit better- A consulting firm or an Engineering firm? Why? | L3; CO4 |

Part C

Answer any one questions. Each question carries 8 marks

7. Cody has worked at Edgefield Electric for sixteen years. He's good at his job and rarely needs input from his supervisors. Maria is a recent hire who has needed extensive training. While Cody is showing a process to Maria, Maria suggests an alternate method. Instead of considering Maria's idea or taking the time to explain the logic behind the current method, Cody ends the conversation abruptly and tells Maria to just follow his instructions. Cody has done nothing technically wrong, but Maria now feels belittled and ignored. Analyze the conflict management style involved. L4; CO3
8. Explain the importance of motivation in organizations and also describe the types of motivation. L2; CO2

Part D

Compulsory question 10 Marks

9. Mr. Kabir was working in an Administration department as Officer, Administration. He was responsible for keeping account of all the vehicles of the company apart from other arrangements including the guesthouse of the company. Mr. Kabir has been working in the company for 6 years in the same grade without promotions. He was supposed to be very honest in his job. One day, the GM of the factory Mr. Rakesh Gupta request for the company car during the office time for his personal work. Mr. Kabir refused it, saying that it cannot be given during the office hours as the work would suffer affecting the duty to go to bank. Mr. Gupta became quite upset and asked Kabir's boss M.R. Srivastava to give the car. Mr. Srivastava, Sr. Manager Admin, was too happy to oblige Mr. Gupta as he wanted one of his relatives to be employed as Officer. Hence he fired Kabir for his disobedience and threatened to transfer him to stores if he continued to show disrespect to Senior Officers. Kabir was also an active member of the staff union. He immediately went to the Union President and informed him about the matter. It was decided that Kabir would send a note in writing to Mr. Srivastava asking him to approve the request of sending the car to Mr. Gupta for his use. Mr. Srivastava understood the repercussions and refused to sign the approval. He lent his own car to Mr. Gupta.

Questions:

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| 1. What power was being used by Kabir? | |
| 2. What power was Mr. Srivastava using? | |
| 3. What was the game Kabir played when Srivastava ordered the car? | L5; CO5 |
