

A1073

Name.....

Register No.....

**NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION
TECHNOLOGY (AUTONOMOUS)**

FIRST SEMESTER END SEMESTER EXAMINATION JANUARY 2026

M.B.A

BUS1C04 - ORGANIZATIONAL BEHAVIOUR

Time:3 Hours

Maximum:60 marks

Part A

Answer **all** questions

Each question carries 2 marks

1. "People's misfortunes result from the mistakes they make". This statement indicates which type of locus of control? L2; CO1
2. Define learning in the context of Organizational Behavior. L1; CO1
3. What is social loafing? Provide an example. L2; CO2
4. Identify the power that the College Dean has been granted by the University over the faculty. L2; CO1
5. How will you describe organizational change? L2; CO2

(5 × 2 = 10 marks)

Part B

Answer any **four** questions

Each question carries 4 marks

6. Differentiate between intellectual, physical, and social abilities with examples. L2; CO1
7. Explain how emotional regulation strategies can improve team collaboration. L2; CO2
8. Discuss the importance reinforcement theory in learning. L2; CO1
9. How will you help managers identify and manage different types of conflict in teams? L3; CO4
10. Discuss important OD intervention techniques. L2; CO2
11. Apply the concept of organizational commitment to improve employee retention. L3; CO4

(4 × 4 = 16 marks)

Part C

Answer any **three** questions

Each question carries 8 marks

12. Examine the impact of affective events theory on employee mood and performance. L4; CO3
13. Discuss the role of emotional labor in customer-facing jobs. L4; CO3

Turn Over

14. Apply Vroom's Expectancy Theory to explain why an employee may refuse to take on extra work without incentives. L3; CO4
15. Evaluate the effectiveness of power tactics in influencing organizational change. L5; CO5
16. As a manager, what forces of resistance do you expect while trying to implement a change? How will you overcome this resistance? L3; CO4
- (3 × 8 = 24 marks)

Compulsory

17. Sanjay, doing MBA with a reputed management institute, has taken up a summer job with a big factory at Faridabad. He has been assigned to a small group of men who are responsible for loading and unloading the boxcars that supply the materials and carry away the finished goods of the factory. After two weeks on the job, Sanjay was amazed at how little work the men in his crew has accomplished. It seemed that they were forever standing around and talking or in some cases, even going off to hide when there was work to be done. Sanjay often found himself alone unloading a boxcar while other members of the crew were often messing around somewhere else. When Sanjay complained to his coworkers, they made it very plain that if he did not like it, he could quit, but if he complained to the superior, he would be sorry. Sanjay has been deliberately excluded from any of the crew's activities such as taking breaks together or having delicious snacks at the popular restaurant across the street. Yesterday, he went up to one of the older members of the crew and said, "I do not know why you people behave like this. I am just trying to do my job because I am here only for my summer assignment. I get a good salary which is all that I care about. I would have liked to know you all better, but frankly I am sure that I am not like you all". The older men replied, "Sanjay if you had been here as long as I have, you would have been just like us".

Questions:

1. Explain the group processes involved in this case.
2. Describe the type of motivation of Sanjay and other members
3. Do you think Sanjay would change his attitude, if he were to stay longer in this job? Explain the reasons for your answer. L5; CO5

(1 × 10 = 10 marks)
