

**D 12142-D**

(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2016**

(CUCSS)

**BUS IC 04—ORGANIZATIONAL BEHAVIOUR**

(2016 Admissions)

Time : Three Hours

Maximum : 36 Weightage

**Part A**

*Answer all the questions.  
Each question carries 1 weightage.*

1. Define organizational behaviour.
2. What is group dynamism ?
3. What is fundamental attribution error ?
4. Define learning reinforcement.
5. What is synergy ?
6. Define O.D.

(6 × 1 = 6 weightage)

**Part B**

*Answer any four questions.  
Each question carries 3 weightage.*

7. Explain scientific approach to OB.
8. Define perception. Discuss the factors influencing perception.
9. Describe various types of groups.
10. What is social loafing ? Suggest five methods to overcome social loafing.
11. Explain the sources of attitude.
12. What is MBO ? Discuss the four ingredients common to MBO programmes.

(4 × 3 = 12 weightage)

**Part C**

*Answer any three questions.  
Each question carries 4 weightage.*

13. Describe three common organisational structures.
14. Discuss Lewin's classic three step model of the change process.

**Turn over**

15. Explain how you can improve your effectiveness as a communicator in organization.
16. Discuss the techniques of group decision making.
17. Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.

(3 × 4 = 12 weightage)

### Part D

#### Compulsory question.

*The question carries 6 weightage.*

18. 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 upto 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 Elder men replied, "Sanjay if u 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.

(1 × 6 = 6 weightage)