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MBA

(SEM I) THEORY EXAMINATION 2017-18

ORGANIZATION BEHAVIOR

Time: 3 Hours ***Total Marks: 70***

Notes:

- *Attempt all Sections.*
- *Assume any missing data.*

SECTION - A

1. Attempt *all* questions in brief. 2 x 7 = 14

a) Define personality traits.
b) Define leadership.
c) List and discuss the major job attitudes.
d) Explain the disciplines contributing for OB..
e) What do you mean by group cohesiveness?
f) What is Type A and Type B personality.
g) Explain the need of studying OB.

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SECTION - B

2. Attempt any *three* of the following: 7 x 3 = 21

a) What are the ABC components of attitude? Discuss the theory of attitude formation and attitude change.
b) Discuss the concept of ego states developed by Eric Berne for transnational analysis. How are these related to life position?
c) Explain reinforcement theory.
d) Discuss how culture can be created and sustained.
e) Explain interpersonal behavior and interpersonal skills.

SECTION - C

3. Attempt any *one* of the following: 7 x 1 = 7

a) Explain personality and its types. Differentiate between judging & perceptive personality
b) What do you mean by attitude. Explain its types.

4 Attempt any *one* of the following: 7 x 1 = 7

a) Explain Johari windows.
b) What do you mean by FIRO-B, MBTI

5. Attempt any *one* of the following: 7 x 1 = 7

a) What are the similarities and differences between Maslow's theory of need hierarchy and Herzberg two factor theory?
b) What do you mean by perception? Explain its principles and errors.

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6 Attempt any *one* of the following: 7 x 1 = 7

a) Discuss the leadership situational model or managerial GRID?

b) Explain Tuckman team model . Differentiate formal & Informal groups

7 Attempt any *one* of the following: 7 x 1 = 7

Richard liked a joke and would often tell stories at work in order to lighten the mood and to enjoy a laugh with colleagues. When on occasion someone in authority did something worthy of note it would be turned into a joke or something worthy of a funny story. Peter, his manager on the other hand was a more serious individual who was much more aware of the status of individuals and the need to show what he thought was a proper measure of respect to more senior people. Inevitably, Peter did something which became one of Richard's funny stories and even worse he became aware of it. He called Richard into his offi ce for a serious chat and verbal telling off. During the conversation it was made clear that humour had no part to play in the life of the company or the offi ce and that respect should be shown at all times. Peter actually said to Richard, 'If you can't respect a senior person, then you must respect their position and not make fun of them.' Richard was humbled by the telling off, became rather withdrawn and left about six months later. Questions

a) What would you have done (and why) if you were Richard and had just been told off by Peter? **(3.5)**

b) Was Peter right in his view about respect and humour? Could an organization function effectively without a 'proper' behavior pattern existing between senior and junior people? Why or why not? What and who defines 'proper' in this context? **(3.5)**

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