

D 91602

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Name.....

Reg. No.....

FIRST SEMESTER M.B.A. DEGREE EXAMINATION, JANUARY 2021

(CUCSS)

M.B.A.

BUS 1C 04—ORGANIZATIONAL BEHAVIOUR

(2016 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Section A

Answer all questions.

Each question carries 1 weightage.

1. Define Culture.
2. What is Locus of Control ?
3. What is Perceptual Distortion ?
4. What is the relevance of Employee Turnover ?
5. What is Grape wine Communication ?
6. Define Learning.

(6 × 1 = 6 weightage)

Section B

Answer any four questions.

Each question carries 3 weightage.

7. Explain the group formation process.
8. Explain organizational behaviour modification.
9. Explain Classical conditioning.
10. What is Transactional Analysis ?
11. State the measures to manage Resistance to Change ?
12. Explain the relevance of Virtual Teams ?

(4 × 3 = 12 weightage)

Turn over

Section C

Answer any three questions.

Each question carries 4 weightage.

13. Elaborate the impact of leadership style on OB.
14. "There are different types of groups in the same organisation". Comment.
15. Elaborate OD intervention strategies.
16. Explain the factors influencing perceptual processing.
17. Bring out the various conflict resolution techniques.

(3 × 4 = 12 weightage)

Section D

Compulsory question.

6 weightage.

18. The Head of production at a manufacturing unit was giving the production department manager, Mr. Adithya a hard time for his work group, which was behind schedule for several months in a row in the targets. His contention was that with the consistent tardiness of the production crew the production process was getting delayed by the 15 minutes on an average, per member per day, and this was no way for the department to meet the assigned quotas. He was quite upset about this "lax management style" and made it very clear that unless he took necessary steps to deal with the tardiness problem, he would have to be replaced with another manager who would "manage the crew effectively".

Mr. Adithya consider himself as an able leader and is confident about his good group of workers. He realises that they are bored with their work and are dejected on the incentive plans. Hence they seem to take things easy and coming late to work by a few minutes everyday. Mr. Adithya is also aware that they were leaving the workplace a few minutes early in the evenings. In spite of all this, he pretended not to notice the irregularities. He thinks that once the workers started their work, they proceeded to execute their jobs very satisfactorily and in fact, often helped to meet rush orders whenever they know that their manager was under pressure.

- (a) Do you consider Mr. Adithya as a good leader ? Why ?
- (b) Suggest the intervention strategies appropriate for the firm.

(1 × 6 = 6 weightage)