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**M.B.A. (Part-I) (Semester - I) Examination, Dec. - 2013****ORGANISATIONAL BEHAVIOUR (Paper - VII)****Sub. Code : 48326****Day and Date : Tuesday, 31- 12 - 2013****Total Marks :70****Time : 10.00 a.m. to 1.00 p.m.**

- Instructions :**
- 1) Question No.1 & 5 are compulsory and any two questions from 2 to 4.
  - 2) Figures to the right indicate full marks.

**Q1)** Mrs. Uma Sekaran was the budget officer for the manufacturing division of Cachar Paper Mills. Mr. Chidambaram was a technical trouble - shooter who worked in manufacturing but frequently dealt with customers complaints.

“Why haven’t I received reimbursement for the two business trips I made last month?” asked Chidambaram as he entered Uma Sekaran’s office. Sekaran responded, “you know it takes nearly four weeks for expense reimbursement, and for one of those trips, your travel request was processed after you returned. The Vice - President of manufacturing does not like to approve it after the fact. All the travel is supposed to be pre approved and funds encumbered for travel.”

“I know that,” said Chidambaram, “but some of these sale representatives want immediate attention to customer problems. I can’t wait for three days for approval. If I did, we would lose customers. Sometimes I have to charge lodging and meals on my credit card.”

He continued “I think these emergency trips should be charged to sales rather than manufacturing.”

**Questions:**

- a) Analyse the case.
- b) Identify and describe the form of conflict. What are the causes of the conflict.
- c) Is Chidambaram, Sekaran, or both being difficult? If so, identify the type of difficult person each represents.

**[20]**

## Regu F- 426

- Q2)** a) How does the study of personality help in understanding Organisational Behaviour. [8]  
b) Sketch the historical growth of the subject Organisational Behaviour. [7]
- Q3)** a) What do you understand by attitudes? What are their functions? [8]  
b) Bring out the roles of groups in an organisation. [7]
- Q4)** a) What is Job stress? What are its sources. [8]  
b) Define the term change. Why is it important. [7]
- Q5)** Write short notes ( Any four ) [20]  
a) Structural Interventions.  
b) Emotional intelligence.  
c) Values.  
d) Kurt Lewin theory of Personality.  
e) Perception.  
f) Organisational Culture.

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