Seat No	

M.B.A. (Part - I) (Semester – I)(New Course) Examination, 2011
ORGANIZATIONAL BEHAVIOUR
(Paper –VII)

Day and Date: Tuesday, 11-01-2011   Total Marks : 70
Time : 10.30a.m. to 1.30 p.m.

Instructions : *1) Q. No. **1** and **5** are **Compulsory***

   *2) Attempt **any two** questions from Q.No. **2** to **4**.*

   *3)Figures on the **right** indicate **full** marks.*

1. Read the case and answer the questions given below it.   **20**

   Arvind has just graduated From the IIM, Ahmedabad and has joined his family's small business at Moradabad. The business employs twenty semi-skilled workers. During the first week on his job, his father called him and said " Arvind I have observed you working with the workers for the past two days and I want to advice you something I know. You hahe been taught human relations stuff at the institute, but it just does not work here. I was also taught the Hawthorne studies when I was in business school. I, too, was very excited by them. But, in reality, there is more to managing people, than just being nice to them." Arvind is very confused and he wonders what to do.

   Questions :

    i) If you were Arvind, how would you behave in this situation ?

    ii) What phases of management , do you think, Arvind's father has gone

       through in his family business?

   iii) How would Arvind explain to his father the new perspective that is needed ?

   iv) How will the study of OB help Arvind to be successful in his business ?

2. a) What is organizational behavior ? What is its scope? Discuss its nature. **8**

   b) What is personality and its nature ? Discuss the determinants of

      personality.   **7**

3. a) Define group. What is its importance? What are the types of groups?   **8**

   b) What is organizational culture? Discuss the types of organizational

      culture.   **7**

4.a) What is leadership? Explain the leadership skills and techniques for

      effective organizations   **8**

   b) Sketch the historical evolution of OB.   **7**

5. Write short notes(**any four** out of six):   **20**

    a) Conflict resolution

    b) Team Building

    c) Strategies in coping with stress

    d) Motivation practices

    e) Perception

    f) Methods of learning