



Regu-Y – 379

Seat No.	
-----------------	--

M.B.A. (Part – I) (Semester – I) (Regular) (New) Examination, 2013
ORGANISATIONAL BEHAVIOUR (Paper – VII)
Sub. Code : 48326

Day and Date : Monday, 14-1-2013

Total Marks : 70

Time : 10.00 a.m. to 1.00 p.m.

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

1. Case study :

20

Robert is a Canadian French representative of a construction equipment manufacturer company. Recently, the company sold a very large, expensive and complex machine to one Indian company, which required Robert has to come to India for post purchase support and training.

Upon arrival, Robert was treated warmly. He was invited for dinner at the home of the owner, Mr. Taneja. It was decided during dinner that Robert will be taken to the site next morning by a senior executive of the company, Mr. Khurana. Next day, at the site, Robert was introduced to the engineers, operators and the staff. After introduction, a preliminary discussion and understanding the basic functions of the equipment, Robert asked them to report at 8.30 a.m. next morning.

Robert reached the site at fifteen past 8 a.m. in order to check the necessary arrangements. There was nobody there except the security personnel. Robert went over his training material once again for about 15 minutes, and then he saw Mr. Khurana come by Robert impatiently looked around for others. The training started 20 minutes later than scheduled. On the second day, the session was wound up in half the scheduled time because the staff wanted to attend the wedding reception of the daughter of one of the managers. Robert was dismayed by these events, but the hectic visit of only two working days did not allow him much time to think about them.

P.T.O.



Within the first week, one operator experienced a problem, the field staff was not able to understand its explanation in the manual. They decided to call Robert. The call could not go through as it was a weekend. Therefore, the machine was idle for the weekend. Someone was overhead muttering the word 'Videshi' at the canteen over a cup of tea.

Questions :

- 1) Analyse the case.
- 2) Why are the Indian feeling the way they do ?
- 3) If you were Robert, how would you have handled things differently ? Why ?
2. a) What are Erikson's stages of personality development ? How do they compare with Freudian stages ? 8
- b) Define perception. Explain the steps in the perceptual process. 7
3. a) Define the term group. What are the types of groups ? 8
- b) Define organisational development. What are its techniques ? 7
4. a) Describe the various leadership styles. 8
- b) What are values ? How do they differ from attitudes ? 7
5. Write short notes on **any four** : 20
 - a) O.B. in the E-world
 - b) Emotions
 - c) Action Research Interventions
 - d) Attribution
 - e) Challenges for O.B.
 - f) Team building.