

Seat No.	
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**M.B.A. (Part-I) (Semester-I) (New Course) Examination, 2013  
ORGANISATIONAL BEHAVIOUR (Paper-VII)****Sub. Code : 48326****Day and Date : Wednesday 05 - 06 - 2013****Total Marks : 70****Time : 10.00 a.m. to 1.00 p.m.**

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

**Q1) Read the case and answer the questions given below it. [20]**

Exon Electricals is facing a major conflict, brought about by a personnel cutbacks. For many years workers had come to expect life time employment. Any one who did his job well would get to keep it. There were no firings or cutbacks. If the company had to reduce workforce in one area, it simply would transfer those people to another area. If there was overall overstaffing, it would handle this problem through retirements and voluntary terminations. The HR system monitored itself. From some years, the company feels that it was genuinely overstaffed and needs immediate action to trim the workforce. Older workers are encouraged to take early retirements and those who are too young to retire are given lump sum payments and assistance in finding jobs. The survey of the company shows that the workers have become less loyal than they were before. They think that inspite of their good performance, they are likely to be dropped. The downsizing and accompanying layoffs of loyal personnel are having a big impact. The company is facing challenge of dealing with conflict caused by these staffing decisions.

The HR manager is in a fix, whether to wait for the future to tell how well the company manages to meet the challenge or to take some action immediately.

Questions:

- a) In the conflict, that can result from the termination, how can the company promote a win-win situation?
- b) What type of strategy can be used to depict the situation?

**Q2) a) What is organisational behaviour? Discuss it's characteristics or nature in detail. [8]**

- b) What is the concept of learning? Explain the different methods of learning. [7]

**P.T.O.**

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- Q3)** a) Define the term group and explain the different types of group. [8]  
b) What is stress? Discuss the strategies that can be used in coping with stress in the organisational set up. [7]
- Q4)** a) What is the concept of conflict in the organisation? Explain the characteristics of conflict in the organisation. [8]  
b) What is organisational development? Discuss any four OD interventions. [7]
- Q5)** Write short notes on (any Four): [20]  
a) Leadership styles.  
b) Determinants of personality.  
c) Organisational culture types.  
d) Emotions.  
e) Attribution.  
f) Values.

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