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Code No: BA1912

GEC-R14

MBA II Semester Supplementary Examinations, December 2017

**ORGANISATIONAL BEHAVIOUR**

(Master of Business Administration)

Time : 3 Hours

Max. Marks : 60

**Note:** Answer All Sections of Questions.

All Questions from **SECTION-A** are to be answered at one place.

**SECTION-A**

**6 × 2 = 12M**

1. What is the significance of OB?
2. Write the importance of Learning.
3. What is “I am OK, You are not OK” attitude?
4. List out the qualities of a successful leader.
5. Explain about SOBC.
6. What is meant by change?

**SECTION-B**

**3 × 12 = 36M**

1. a) Why organizations give importance in understanding human behavior? Explain in detail.

**(OR)**

- b) What is the nature and importance of groups and discuss the reasons for the formation of groups?

2. a) Discuss any two theories of motivation.

**(OR)**

- b) Describe the Blake and Mouton Managerial Grid dimensions of Task and Relationship.

3. a) Explain the nature of conflict and the Reaction to conflict.

**(OR)**

- b) Define the term Organizational change. Why it is important in present context?

## SECTION-C

1 × 12 = 12M

### CASE STUDY (Compulsory)

#### MRS. BATRA

Mrs. Batra has been working in the administration department of a hospital in Mumbai for the last 20 years. She is highly dedicated to her job and has a very good rapport with her superiors and co-workers. About eight months ago, she was promoted into the upper ranks of management and was assigned to the supply department of the hospital as a manager. Everybody was happy for her and congratulated her on her promotion. The employees in this new department welcomed her and promised her all the cooperation. Mrs. Batra finds the job very challenging and psychologically rewarding.

She is a very good manager and an interesting person. Everyone in her department likes to come to work because Mrs. Batra makes the day interesting. Since she became the manager, absenteeism is down by over 20 per cent. She has very pleasant personality and is always available to help her subordinates. She is efficient, responsible and responds to all communication in timely manner. She attends all meetings fully prepared to discuss all issues under consideration. This is, she was, at least until last month. During the last month, she seems to have changed considerably for the worse. Both her superiors and her subordinates find her behaviour strange. She is not as polite and amicable as she used to be. Last week she missed a very important meeting of the top administrators. She was requested to research an issue and prepare the material to present at the weekly meeting. She did not do so. She is often late to work and does not take much interest in the communication she receives from superiors and other departments and does not respond to these memorandums in a timely manner. She has become aloof and seems tired most of the time.

The Director of the hospital, Mr. Verma, noticed this change in her behaviour early and has been covertly monitoring her behaviour for the last three weeks. Early today, Mr. Verma had a talk with one of the in-house psychiatrists explaining Mrs. Batra's changing work behaviour patterns. The psychiatrist, Dr. Rekhi suggested that perhaps she has been over-working herself and takes the job too seriously. Mr. Verma suggested to Dr. Rekhi that he should talk to Mrs. Batra and find out if there were any difficult situations at home that might be affecting her behaviour. Mrs. Batra has been married for over 20 years and has no children. Mr. Verma is concerned that Mrs. Batra ought to get help before she suffers a total collapse. Dr. Rekhi promised to do so.

### QUESTIONS

1. What are some of the symptoms of overload? Does, Mrs. Batra seem to suffer from over-working conditions? Explain your reasons.
2. Given this information, do you think that there may be marital problems at her home that are affecting her work? Could it also be that her work is affecting her family life that is further affecting her work? Justify your speculations.

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