Code: **BA2T6**

I MBA-II Semester-Regular Examinations-OCTOBER 2013

ORGANIZATIONAL BEHAVIOR

Duration: 3hours   Max. Marks: 70

SECTION-A

1. Answer any FIVE of the following.   5 x 2=10 Marks
   a) Personality.
   b) Define Perception.
   c) Write major dimensions of social learning theory.
   d) Distinguish Formal groups from Informal groups.
   e) Quality circles.
   f) Distinguish Conflict from Competition.
   g) Transactional Leadership.
   h) Job satisfaction.

SECTION – B

Answer all the questions   5 x 10=50 Marks

2. a) What are the major challenges facing today's organizations
      and management?

<div align="center">OR</div>

   b) Describe in detail the different Models used for the study
      of organization behaviour.

3. a) Write the common qualities and traits of leadership. Differentiate formal and informal leadership characteristics.

OR

b) Critically examine Maslow and Herzberg theory of Motivation. In your opinion which one is more suitable to Indian conditions?

4. a) Explain the different Personality Theories. Integrate the different features to get a satisfactory theory on Personality.

OR

b) Define Group Cohesiveness. Explain the relationship between Group Cohesiveness and productivity.

5. a) State the process and importance of communication with illustrations.

OR

b) Explain the steps involved in change process and list out the causes for resistance to change.

6. a) Elucidate the concept of organizational climate and explain the different factors that affect the organizational climate.

OR

b) What is organizational effectiveness? How do you measure and achieve organizational effectiveness.

SECTION - C

7. Case Study   1 x 10 = 10 Marks

Mr.Rajan Saxena is the CEO if Raj Financial Services. It was established in 1995 and has global presence. With the increase in its scale of operations customer care was at a receiving end and complaints of poor services were filling up.

To take things under the grasp Mr.Rajan Saxena appointed Consultations from "7S – Consultancy", they suggested a few approaches to enhance accountability on the part of the employees at various locations.

(i) Networking and single view of customers with apt coordination between front end and back end operations.
(ii) Installation of cell phone farmers at the work places.
(iii) Installation of moving camera's at all strategic locations within the organization.
(iv) Biometric systems to replace the existing attendance register.
(v) Developing customer centric approaches.

The branch managers at various locations were called for tele conferencing and the initiatives suggested by "7 S Consultants" was deliberated upon and all the Manager's agreed to implement it.

Once the system went for the change there was a huge up war from the work force and threats of resignations and abstinence at work place at various branches was a common sight.

1. In this scenario if you were in Mr.Rajan Saxena's shoes how would you handle this process of change at your work place explain.