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## MBA

**THEORY EXAMINATION (SEM-II) 2016-17  
ORGANISATIONAL BEHAVIOUR****Time : 3 Hours****Max. Marks : 100****Note : Be precise in your answer. In case of numerical problem assume data wherever not provided.****[SECTION – A]****1. Attempt all parts.****[2x10=20]**

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|--------------------------------------|-----------------------------|
| a. What is learning?                 | f. Define job satisfaction. |
| b. Explain autocratic model.         | g. What is conflict?        |
| c. Define personality.               | h. Define halo-effect.      |
| d. Discuss the nature of perception. | i. Explain formal groups.   |
| e. What is the concept of attitudes? | j. What is stereotyping?    |

**[SECTION – B]****2. Attempt any five of the following.****[10x5=50]**

- Define organisational behaviour as a field of study and bring out its features. What is its importance in contemporary society?
- What are the major factors which shape the personality of an individual?
- Compare classical conditioning theory with operant conditioning theory.
- What are different theories of group formation?
- What are the causes of employee grievances in an organisation? How can such grievances be managed effectively?
- “Creation of organisational culture is a long term process”. Explain and discuss the process involved in creating organisational culture.
- What is job satisfaction? What are the factors which affect job satisfaction?

**[SECTION – C]****Read the case and attempt the following questions.**

“I expect every manager to act completely rational in every decision he makes”, declared the head of electronic division of Sunlight Industries Ltd. “Every one of us, irrespective of his position in the organisation has to be a professional rationalist and I expect him not only to know what he is doing and why he is doing it, but also to be right in his decisions. I know that someone said that a good manager needs to be right only in more than half of his decisions. But that is not good enough for me. However, one may be excused for an occasional mistake especially on matters beyond one’s control but no one can be pardoned for acting irrationally”.

“I endorse your views, Sir”, said Rajan Kumar, the marketing manager, “and I always try to be rational and logical in my decisions, but would you mind helping me to be sure of this by explaining what rational decisions are”?

**Attempt any two of the following questions.****[15x2=30]**

- Explain, how the head of electronics division might describe what is involved in making rational decisions?
- If Rajan Kumar argues that there is no way he can be completely rational, how would you respond?
- “I expect every manager to act completely rational in every decision he makes” Comment on the statement.