

AU-1593

M.B.A. Semester—I Examination
ORGANIZATIONAL BEHAVIOUR AND EFFECTIVENESS
Paper—MBA-105

Time : Three Hours]

[Maximum Marks : 70

Note :— (1) **ALL** questions are compulsory.
(2) Figures to the right indicate full marks.

SECTION—A

1. (A) Define personality. Critically examine the five stages of personality development.

14

OR

- (B) Define perception. Discuss the process involved in perception. How do external factors affect perception ?

14

SECTION—B

2. (A) Explain the factors influencing intergroup behaviour.

7

- (B) You are the member of quality control team of a private sector company manufacturing a pharmaceutical with turnover of Rs. 20 crore. You realize that Rs. 2 crore worth saline glucose bottles produced by you and dispatched to distributors, retail outlet and hospitals all over the country is infected by some fungus unobservable to naked eye but harmful to human life. Your managing director offer you all, promotions, and other incentives to ignore it. What type of intergroup behaviour will you show ? Justify.

7

OR

- (C) What is informal group ? Why informal group comes into existence ? Explain.

7

- (D) A group of the college students was involved in number of activities. Some activities were good but some activities were not good for the college. But every member of the group were always supporting to each other in good or bad activities. Identify the problem in the group and suggest how to remove it.

7

3. (A) Define conflict. Discuss the process of conflict. 7
 (B) Power and politics are always exercised in an organization. To develop the good culture and work environment in an organization, what type of power and politics should be used ? Justify. 7

OR

- (C) Discuss the power of individual and the power derived from the organization. 7
 (D) There is no organization without conflict. When someone wants to give the advantage of his knowledge to others; the conflict developed. When there is a difference of opinion between two persons, the conflict developed. As an expert discuss with an illustrative example which type of conflict is good and which type of conflicts are bad for the organization ? 7

SECTION—C

4. (A) Discuss the role of creativity and innovation in an organization. 7
 (B) What is corporate governance ? Discuss the benefits of corporate governance. 7

OR

- (C) What is workplace harassment ? Explain with example. 7
 (D) Why do employee's hesitate to report discrimination and workplace harassment ? Discuss. 7

SECTION—D

5. Fortune Indian Ltd. is a manufacturing company located in Delhi. The company was doing well from the past 30 years and the people involved in the operations were confident in their respective areas of operations as they were doing it from quite some time. There was a feeling among the employees that the work is becoming monotonous kind of affair although the efficiency has gone very high.

Mr. Shyam, in-charge of manufacturing operation decided to implement job rotation. Most of the employees have supported to this idea but few were opposing to this idea.

Questions :

- (1) You are required to help Mr. Shyam to implement this change. How will you do this ? 7
 (2) Is it possible to develop consensus for job rotation ? How ? 7