

- (d) Nash Robotics recently improved in its performance and it is attributed to learning attitude of its employees. Many companies in the industry found it difficult to get such situation. You are appointed by group of companies to impart learning behaviour to their employees. How will you proceed ?

7

SECTION - C

5. Patni Computers, was a well known name in software development. The Company was operating in many locations with more than 1000 employees. Most of the locations were urban in nature. The reason behind it was the quality of work life as expected by its employees. The grooming of Patni comp. was hitech. The culture as built up by developers was the reason behind the top performance by the Company.

After 2009, the performance of the Company in highly competitive environment started declining. The high performance culture started ruining.

The management of Patni Computer has decided to retune the organisational culture and climate to bring back the company on track.

Fourth Semester Master of Business Administration Examination

HUMAN BEHAVIOUR AT WORKPLACE

MBA / 4301 / OB

P. Pages : 5

Time : Three Hours]

[Max. Marks : 70

- Note :** (1) Attempt all questions.
(2) Figures to right indicate marks.

SECTION - A

1. (a) Define "Human behaviour at workplace".
Discuss the disciplines contributing to its development. 14

OR

- (b) Discuss different types of models of man.
Explain whole person approach in brief. 14

SECTION - B

2. (a) Discuss the individual level elements of organisational behaviour. 7

- (b) Ratan pharma is well established organisation with its more than 300 employee base. The new recruit Mr. Amit joined the organisation as operations manager. Amit is an experienced guy and can not adjust with the other staff. The personality issues have disturbed the company environment. If you are given a task to resolve personality issues, How will you proceed ? 7

OR

- (c) What is an attitude ? Discuss how attitudes are formed. 7
- (d) Pratik, a sales manager of Zesta corporation has an attitude to hire experience sales executives. He said "We will not spend any more on sales training, we will hire experienced people." Is this a right attitude for organisation. Discuss and justify. 7
3. (a) What is meant by morale ? How is morale different from motivation ? 7
- (b) Balaji Motors was known for its highly committed employee base. But in recent past the company performance started declining. You are appointed to design a motivational program for the employees. How will you do it ? 7

OR

- (c) "A happy employee is productive employee." Discuss this statement. 7
- (d) Pritam, a works manager at ABC corporation believed in the theory of emotional intelligence. He used to handle every working situation with his belief. In recent time many failures occur in the company attributed to perception of Pritam. Suggest the emotional intelligence theory to Pritam for enhancing the firms productivity. 7
4. (a) Define Conflict. How does it differ from competition ? 7
- (b) Surya chemicals with 200 plus employees was a leading company in the industry. But since the inception of new marketing employees, the productivity has become a victim of conflicts. You are required to rectify the situation. How would you do it ? 7

OR

- (c) What do you mean by Counseling ? How it differs from coaching ? 7

The HR executives and managers started working on it.

- (a) Brief out the loopholes of high tech culture at Patni Computers. 7
- (b) In what ways and how cultural change can bring Patni Computers on track ? 7



