

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA - SEMESTER-I • EXAMINATION – SUMMER • 2015

Subject Code: 2810004

Date: 09-06-2015

Subject Name: Organizational Behavior (OB)

Time: 14.30 pm - 17.30 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1 A Complete the following Multiple Choice Questions. 06

Which of the following is not an issue relating to Goal Setting Theory?

1. A. Defining the Goal B. Goal Difficulty
C. Goal Specificity D. Equity among co-workers
2. Study of society to learn about human being means?
A. Psychological B. Sociology
C. Anthropology D. Political Behavior
3. Which among the following shows the basic model of Economy Dependency?
A. Autocratic Model B. Collegial Model
C. Supportive Model D. Custodian Model
4. 'Conflict that affects the group performance it means?
A. Function Conflict B. Dysfunctional Conflict
C. Individual Conflict D. None of Above
5. Face to Face decision making between profits concerning products is known as...
A. Attribution B. Negotiation
C. Decision Making D. Team work
6. In which stage of socialization process is when employee should adjust as per policy of organization.
A. Pre-arrival B. Encounter
C. Metamorphosis D. ALL of Above

Q.1 (B) Explain the following Terms. 04

1. Anthropology
2. Heuristics
3. Locus of Control
4. Felt Conflict

Q.1 (C) Explain attitude with reference to types of attitude. 04

Q.2 (A) What do you mean by Personality? Discuss Big five models of Personality in detail. 07

Q.2 (b) Discuss Leadership with Reference to Blake & Mountain Theory with example. 07

OR

(b) Define Perception with Process in detail. 07

Q.3 (a) 'Upper level need become Motivational and lower level needs must be completely satisfied' justify 07

- (b) 'The capacity of person, team department or organization to influence others' justify with sources **07**
- OR**
- Q.3** (a) 'Johri Window' as an effective tool for improving quality of communication' justify with example. **07**
- (b) Measure do individuals & organization adopt to deal with work stress in the organization. **07**
- Q.4** (a) Why organization always thinks about the creation and sustain of culture is always productive? **07**
- (b) 'Without helping of each other among members its difficult to achieve the goal in today's life' explain with different types of it. **07**
- OR**
- Q.4** (a) 'The process is begins with one party perceive that another party has negative affected' justify with outcomes. **07**
- (b) 'Behavior is generally predicated so there is depends on other contribution as well' Explain. **07**
- Q.5** **Discuss Case Study With answers of following Questions.** **14**

Krushit joined Anand Computers (**Anand**) in December after a successful stint at Arpit Computers (**Arpit**), where he had worked as an assistant programmer. Krushit felt that Anand offered better career prospects, as it was growing much faster than Arpit, which was a relatively small company. Krushit joined as a Senior Programmer at Anand, with a handsome pay hike. He joined Milan's five-member team. While he was efficient at what he did and extremely intelligent, he had neither the time nor the inclination to groom his subordinates. Time and again, Krushit found himself thinking of Rajendra, his old boss, and of how he had been such a positive influence. Milan, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels.

Questions for Discussion:

1. What, according to you, were the reasons for Krushit's disillusionment? Answer the question using Maslow's Hierarchy of Needs.
2. What should Rajendra do to resolve his situation? What can a team leader do to ensure high levels of motivation among his/her team members?

OR

Mr. Atul Joshi is a sincere worker in Vishva solutions in Mumbai. He is working since 10yrs in this organization. He usually comes to office by 9a.m. and goes back to home by 5p.m.. After some days he is promoted to the heads of the department and he was overburdened with work pressure and day-to –day he get frustrated regarding his working schedule and couldn't come back home by 9p.m. finishing his tasks. He married to Miss Sneha who was a Bank employee.

Due to heavy pressure of work Mr. Joshi unable to come to home by 5 o'clock in the evening, habitually he became drunker without going to home. So his marital life was in trouble but he is an efficient worker in his office.

One day his mother met the HR head and put the grievances regarding his son's problem.

Questions for Discussion:

- (a) As you are the HR manager what will be the suggestion to Mr. Joshi's mother?
- (b) As a good HR practitioner what are the HR ethics to be prepared so as to combat grievances like this.
- (c) Is there any requirement for stress management or motivation classes for workers?
