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Total No. of Pages : 02

Total No. of Questions : 15

MBA (2016 to 2017) (Sem.-1)
ORGANISATIONAL BEHAVIOUR

Subject Code : MBA-102

M.Code : 49002

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying EIGHT marks.

SECTION-A

1. Discuss the determinants of personality.
2. Discuss the leadership effectiveness model.
3. Explain the perceptual process.
4. Discuss various factors influencing job satisfaction.
5. Describe the business ethics.
6. What are the various types of stress an employee faces during its work environment?

SECTION-B**UNIT-I**

7. Define Organizational Behaviour. Outline the challenges and opportunities for OB practitioners in today's culturally diverse organizations.
8. How we consider the understanding of perception is important? Explain it with the process of perception formation.

UNIT-II

9. Describe the principal leadership styles usually adopted in management of business. What is the process of effective leadership?
10. Compare job enrichment, job enlargement and job rotation as motivational strategies.



UNIT-III

11. Explain the concept and nature of Decision making. Outline the Decision making process in the organizations.
12. What do you mean by group? Discuss the theory of group formation.

UNIT-IV

13. Power comes with Authority and responsibility, what are the various power tactics uses by the Organizational leaders to successful implementation of organizations goals?
14. What are the various determinants to the Organizational culture? What is the role of top management in the culture creation?

SECTION-C**15. Case Study :**

Peoples need's change as their circumstances and life demands change. Therefore, Spark Ltd. implemented a Mass Career Customization (MCC) program as a way to motivate talented women and men to remain in the workforce. Rather than being stuck with the pressure of a career ladder, Spark Ltd. employees may move up, down, or across what is a career lattice, depending on their life goals. The MCC concept worked wonders for Spark Ltd. tax accountant Sachin, who was frustrated by the very long hours that cut into time with his four- year-old daughter. With support of his senior manager and two of Spark Ltd's partners, Sachin shifted gears and began telecommuting four days each week. Career customization is especially good in meeting the needs of millennials who want more work-life balance, young parents like Sachin who want more time with children, and boomers who are easing into retirement. The key to the success to MCC arrangements is a win-win outcome of positive social exchanges. At the center of the concepts is the employee's life goal(s). What do you want most? The answer to that question is the key to Spark Ltd's MCC program, as each employee's lattice is nailed together by twice-a-year evaluations that consider career targets and larger life goals. Answering that question is a key to the Spark Ltd. program, and shows how the firm focuses on and appreciates its people.

Questions :

1. Because of the recession, Spark Ltd. (and other companies) may not be able to offer significant financial incentives to motivate employees. What kind of non-financial incentives could it offer in order to attract new talent, and to prevent current staff from defecting?
2. How could Spark Ltd. use the idea of eustress to motivate employees?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.