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Total No. of Questions : 06

PIT MBA (Sem.-3)

ORGANIZATIONAL BEHAVIOUR

Subject Code : MBA-301

Paper ID : [51197]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A contains SIX questions carrying TWO marks each and students has to attempt ALL questions.**
2. **SECTIONS-B consists of FOUR questions each carrying TEN marks each and student has to attempt ALL questions.**
3. **SECTION-C is consist of ONE Case Study carrying EIGHT marks.**
4. **All Questions are Compulsory.**

SECTION-A

- 1. Write short notes on :**

- Why understanding of attitudes is useful for the study of Organisational behaviour?
- Characteristics of personality.
- Discuss Emotional intelligence.
- Discuss the nature of perception.
- Define whistle blowing.
- Why organisational culture is important?

SECTION-B

2. *“Organisational behaviour represents interaction among individuals, groups and the organisation.”* Comment.
3. Explain Herzberg’s two factor theory and differentiate it from Maslow’s theory.

4. *“Effective leadership is a function of three factors - the leader, the led and the situation.”* Discuss.
5. Explain and discuss in detail the various stages in conflicts in an organisation.

SECTION C

6. Case study:

Read the case and answer the following questions.

According to the MD of Amrit Auto Limited *“An organisation is a human system with multiple pressure points. There are no simple levers that can be operated.”* He believes that you cannot force anyone to produce quality. It has to come out an inner volition. The management’s task is to create a culture wherein people are motivated to work hard. At the core of the viability of Amrit Auto Limited are competent motivated people. They are products of their training, attitudes, capabilities and goals that the company sets for them. The company believes in giving independence to the employees. The MD believes that *“everyone makes mistakes”*. What is important is what you learn from them and how quickly you rectify them.” However he has low tolerance for the repetition for the mistakes. People are more important than machines, but very few persons are indispensable. An essential quality of the employees’ should be to think first of the company. The MD is extremely assertive when it comes to the company’s retention strategies. According to him *“Most of us tend to forget that a company has to complete on product attractiveness, quality and cost. I am not one of those who believe in molly-coddling employees. If your cost position is eroded, so is your competitiveness. Wage increases have to be paid for by increased productivity, otherwise they cannot be sustainable.”*

Questions :

- a) How would you describe the company’s motivational style?
- b) Analyse the case showing your acquaintance with the various theories of motivation.