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Your Roll No.....

Sr. No. of Question Paper : 4439

Unique Paper Code : 12481502

Name of the Paper : Organization Behaviour

Name of the Course : **B.A. (Hons.) Business
Economics, 2019 (CBCS)**

Semester : V

Duration : 3 Hours

Maximum Marks : 75

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **all** questions.
3. All questions are equal marks.

1. ~~(a)~~ What are the major behavioural science disciplines that contribute to organisation behaviour. (5)

~~(b)~~ Explain McClelland's and Herzberg's two factor theory of motivation with examples. (10)

P.T.O.

2. Write short note on any **three** of the following :

~~(a)~~ Classical conditioning Vs Operant conditioning

~~(b)~~ Impact of satisfied employees on workplace

(c) Link between perception and Decision making

~~(d)~~ Big five model

(5×3)

3. ~~(a)~~ What is fiedler contingency model? Explain the relationship between leader LPC and Effectiveness.

(8)

~~(b)~~ Short note on stages of group development. (7)

4. Write short note on any **three** of the following :

~~(a)~~ Traditional Vs Interactionist view of conflict

(b) Forces act as stimulant to change

~~(c)~~ Organizational culture

~~(d)~~ Differentiate between Virtual organisation & Boundary less organisation

(5×3)

5. Analyse the following case Study :- (15)

You are the general manager of a large company.

After an extensive study of operations, you approved the installation of new machines and a new scheduling system. This investment was expected to result in substantial increase in the productivity and decrease in manufacturing costs. To the surprise of everyone, the productivity has not increased as expected. In fact, productivity has dropped, quality has fallen off and workers' complaints have increased after the installation of new machines.

The representatives of the machine suppliers have thoroughly checked the operations in plant and are satisfied that the plant should operate at peak efficiency. You have reason to believe that new scheduling system may be the culprit. But your immediate subordinates insist that new scheduling system is operating as intended. Some believe that the drop in productivity, is entirely due to workers' psychology. Others feel that lower productivity is caused by a combination of factors such as poor training, poor supervision, lack of financial incentives and poor morale.

Your president called you in the morning and reviewed your production figures for the last quarter. He is concerned about the effectiveness of your investment decision to acquire new machines. He indicated that the problem was yours and you should resolve this problem without further delay.

P.T.O.

Questions :

- ~~(i)~~ What is the problem in this case?
- ~~(ii)~~ Do you agree with the General Manager's approach in introduction of change in the organisation? Give reasons for your answers
- ~~(iii)~~ As the General Manager, what steps will you take to resolve the problem?