

**M.B.A. Semester—I Examination**  
**ORGANIZATIONAL BEHAVIOUR AND EFFECTIVENESS**  
**PAPER—MBA/105**

Time : Three Hours]

[Maximum Marks : 70

**Note :—**(1) All questions are compulsory.

(2) Figures to the right indicate marks.

**SECTION-A**

1. (A) What is organizational behaviour ? Discuss basic assumptions of organizational behaviour.

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**OR**

- (B) Compare Maslow's need hierarchy theory with Herzberg's theory-X and theory-Y of motivation.

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**SECTION-B**

2. (A) Explain the group problem solving techniques. 7

- (B) The school superintendent feels that the teachers expect him to be their spokes-person and leader, to take their side on some important matters such as salary increments and institutional policies. However the superintendent may feel that the school board members expect him to represent them, to tell their views to the staff because he is the executive officer and the administrator of school board policies".

What types of interpersonal relations is there in this case ? How it can be nurtured ? 7

**OR**

- (C) What is group dynamics ? Discuss the advantages of group dynamics. 7

- (D) Political party is a good example of group, but it rarely converted into team. If political party converts into team, it will be for very short period. You as an expert in group dynamics, discuss the group dynamics of political party. 7

3. (A) Explain in detail the Kurt-Lewin's change model. 7

- (B) Mr. Rakesh is the owner of a big printing press working from last forty years. It has many old and experienced workers which are expert to run those old and traditional machines. Mr. Rakesh is thinking to replace old machineries with new digitally controlled machines. But number of employees are not ready to accept this change. You are requested to help Mr. Rakesh in implementing this change. How will you do this ? Justify. 7

**OR**

- (C) Discuss the reasons for resistance to change in organization. 7

- (D) Change is always opposed by the employees. If it is implemented forcefully the outcome is not as per our expectation. To enjoy the change and to take change positively by the employees, what will you suggest ? 7

**SECTION-C**

4. (A) What is power ? How does it differ from authority ? Explain. 7  
(B) Discuss the Pros and Cons of organisational politics. 7

**OR**

- (C) What is empowerment ? Why is it more important for the better future of an organization ? 7  
(D) Discuss different styles of conflict management. 7

**SECTION-D**

5. Although the proportion of women entering management at higher levels has increased greatly in the last 2-3 decades, their subsequent promotion into executive position has not materialized. Explore how management development training may impede women's progress by answering following questions.

**Questions :**

- (i) What are the factors that may hinder women's opportunities ? 7  
(ii) Discuss implications and recommendations for training and developing women managers. 7