

**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 full marks.

**SECTION—A**

1. (A) Define perception. Discuss perceptual process with example and explain why perceptual process is very complex process. 14

**OR**

- (B) Discuss Myer-Briggs Type Indicator (MBTI) in detail with 16 Combinations. 14

**SECTION—B**

2. (A) Discuss Process of group formation in detail. 7  
(B) A group of college students was involved in number of activities. Some activities were good but some were not, college denied to permit to enjoy traditional day but more than half of the student supporting to each other. Identify group activity and group behaviour in above case. 7

**OR**

- (C) Discuss the factors influencing on intergroup behaviour. 7  
(D) 'Satpada Khan Khajana' is facing problem of employee absenteeism and motivation due to low rate of wages. Company is in a loss and not able to hike the wages. As a management consultant, what you would do for group building ? 7
3. (A) Define change. Explain its types. 7  
(B) Organizational Culture, and good culture is indirect motivators for new change in organization. How you would set good culture of organization for readiness of new change in organization ? 7

**OR**

- (C) Explain any model of change with examples. 7  
(D) New technology is new driver for change in business world, Nisha Herbal have installed new machinery for efficiency improvement but workers are opposing the same due to new technologies and softwares. As a management consultant, how you would manage the situation ? Discuss alternative. 7

**SECTION—C**

4. (A) Define innovation. How innovation is very important to organization ? 7  
(B) Indian Culture is 'Male dominant'. Discuss Government of India initiatives for equality in 'Male-Female'. 7

**OR**

(C) 'Organization effectiveness helps to improve performance of employees.' Explain. 7

(D) What are the cons of workplace harassment ? Discuss in your view. 7

#### **SECTION—D**

5. Deva Ltd. is a service based company located in Mumbai. The company was doing well from past 15 years and people involved in service were confident in their respective areas of service. Company is facing a problem of workplace conflict and low self empowerment, so, effectiveness of company is decreasing continuously.

(1) How you would maintain the effectiveness by resolving a conflict ? 7

(2) What are the techniques you would like to apply for self empowerment of employees of Deva Ltd. ? 7