

SECTION—C

5. Autoweld Systems was founded and administered by Mr. Jitendra. The employee base of 300 was showing commitments to the company. The company performance under the guidance of Mr. Jitendra was having a positive slope.

Over a period of time, the economic recession hit the company. Jitendra made various strategic decisions to cope up in new environment. The changes also affected the culture of the organisation. The highly committed employees now were showing different attitude towards the work. The works manager again was worried of the situation.

The work culture for which Autoweld was known for, now was in problem. The obvious task in front of Jitendra was to rebuilt organisational culture. He tried different remedies for it. But in the advent of time, company lost its ranking and performance.

- (a) What went wrong with the employees of Autoweld ? 7
- (b) How will you assist Mr. Jitendra in rebuilding its organisational culture ? 7

**M.B.A. (Semester—IV) Examination
HUMAN BEHAVIOUR AT WORK PLACE
Paper—MBA/4301/OB**

Time—Three Hours] [Maximum Marks—70

- Note :—** (1) Attempt **ALL** questions.
(2) Figures to the right indicate marks.

SECTION—A

- 1. (a) Define Organizational Behaviour. Discuss contributing disciplines to OB. 14

OR

- (b) Discuss the objectives of Organizational Behaviour and explain its key elements. 14

SECTION—B

- 2. (a) What do you mean by emotions and moods ? Why its study is important to organisational behaviour ? 7
- (b) Atul Fabricators is having a mob of forty employees looking after the administrative functions. The works manager Pramod was not satisfied with the attitude of some of the employees which is reflecting in their individual as well as

the group performance. He tries to analyse the individual metaphor like attitude and personality. If you are given a task to motivate and improve their productivity, how will you assist the works manager, Pramod ? 7

OR

(c) Define Perception. Distinguish between perception and sensation. 7

(d) The majority of newly recruited employees of Vijay Corpn were given a very rosy picture of their job. After some days employees perception about the job changed. This resulted in poor performance by employees. You are required to rectify the perception issue. How will you proceed ? 7

3. (a) Explain the concept of commitment and loyalty with its application in OB. 7

(b) Arun Pharma, a drug manufacturing company was known for its loyal employee base. But with advent of time, the organisational changes happened and the problem of loyalty and work commitment arouse in the company. How will you rectify the loyalty and commitment issues in Arun Pharma ? 7

OR

(c) Discuss in brief 'Transactional Analysis'. 7

(d) Ajay a Works Manager at Nash Robotics was worried about the spread of grape wine in his work group. As different groups of employees were formed informally. These were the main causes of lowering group performance. Ajay wants some remedies from you to tackle the issue. How will you help him ? 7

4. (a) Define Learning. Explain its importance to organisational behaviour. 7

(b) The newly joined college staff was very prompt in providing all services to students and other stakeholders. Over a period of time things changed dramatically. As employees grew in their experience, they started neglecting their duties. What wrong the college staff learnt over a period ? How this situation can be rectified ? 7

OR

(c) Define Conflict. Explain any two conflict resolution techniques. 7

(b) The working condtions at ABC bank were ideal but newly joined staff was not happy with the working environment. The informally formed groups started conflicting with administration. This conflict reduced the bank performance. You are asked to resolve it. How will you proceed ? 7