

AU-1653

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

Time : Three Hours]

[Maximum Marks : 70

- N.B. :-** (1) Attempt **all** questions.  
(2) Figure to the right indicate marks.

**SECTION-A**

1. (a) Discuss various contributing disciplines to OB. Discuss the significance and importance of these disciplines in OB. Support your answer with suitable example. 14

**OR**

- (b) Define OB in present scenario. Describe its objective and scope. Also enumerate foundations of OB in brief. 14

**SECTION-B**

2. (a) Explain job satisfaction in detail with example. 7  
(b) Suppose you are being appointed as an experienced group leader of a newly appointed group and 15 young graduate engineers for android app development project to be finished within 6 months. How will you empower these young students so that they are inspired and motivated to finish the task ? 7

**OR**

- (c) Define motivation and morale with reference to OB. 7  
(d) One day boss is in angry mood, another day he is cool and happy. With reference to given information, explain how mood of boss is different from his personality ? 7

3. (a) Explain the principles of reinforcement in detail. 7  
 (b) You are famous counselor in the city, how will you do counseling of frustrated and unhappy employee of ABC company due to workload and less payment. 7

**OR**

- (c) Explain the necessity of punishment in learning in the organization. 7  
 (d) Your cricket team is not performing well. How will you revolve the conflict between senior and junior players playing at state level ? 7

**SECTION-C**

4. (a) Explain how quality of work life affect on job satisfaction of employees. 7  
 (b) Define organization culture. Explain its types and functions. 7

**OR**

- (c) Explain how can we manage organizational culture. 7  
 (d) Analyze the different determinants of organizational climate. 7

**SECTION-D**

5. A Senior Design Engineer, Ashok Singh was transferred to Textile Dyeing Unit in Vardhaman Texoknit Pvt. Ltd. as a Manager, Production. He was finding workmen in the unit increasingly difficult. There were 45 workmen under him. These workmen were from different States. On one hand he was experiencing difficulty in communicating with them which resulted in mistakes in issuance of instruction by him to the workmen and consequent problems on the production front and loss of production due to low morale. Secondly due to improper communication between Ashok Singh as a Manager and workmen as subordinates, various misconducts like late coming, insubordination, delay in execution, wrongful execution, absence, indiscipline, etc. started taking place.

Complaints of Ashok's inefficiency reached his boss. Because of his miscommunication and inappropriate language used, some workers got provoked and took the matter to the workers union. The union issued a notice to the management for removal of Mr. Singh on grounds of intimidating behaviour. He realized that if he had to manage his work-front and remain in control, he had to quickly take some corrective steps.

The management asked General Manager, Mr. Naveen Shrivastava to immediately look into the matter and sort out the issue at the earliest. Mr. Shrivastava called Mr. Ashok and wanted a full account of what had happened. When Ashok explained, Mr. Shrivastava could see that a number of factors were responsible for misunderstanding like use of very strong words sometimes amounting to foul language, not being able to communicate appropriately both orally and/or through written office memorandums, poor listening habits, impatience and very offensive body language. Whenever he went to give instructions to workmen, his facial expressions would be stern, his tone and voice quality very aggressive, his behaviour very rude and he would stand very close with red bleary eyes, and shout instructions using a high pitched voice. All this created very dramatic frightening impact on the workmen resulting in lowering their morale.

**Questions :**

- (a) What corrective steps should be taken by Ashok Singh to make his behaviour more positive ? 5
- (b) What steps should management take to bring the workmen's unrest under control ? 5
- (c) What do you perceive as barriers to effective communication in this case ? Identify. 4