

AT-1461

**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) What is organisational behavioural ? Discuss human behaviour and its causation. 14

OR

- (b) What is organisational behaviour system ? Discuss its elements. 14

SECTION-B

2. (a) Discuss the theories and determinant of personality. 7

- (b) Abhay Pvt. Ltd recently has started performing poorly as compared to its golden history. The operating managers involved in personality issues. The company became victim of this fact. Hence the top level management appointed you to tackle the issue. What suggestions/prescriptions will you give ? 7

OR

- (c) What is perception ? How it differs from sensation ? 7

- (d) The positive learning attitude and the performance of Lalit Corporation were in line. The company was successful in imparting good attitude amongst its employees through its training efforts, But in recent years the attitudinal misalignment was observed. The company appointed you to check and tackle the issue. How will you resolve it ? 7

3. (a) What is organisational commitment and loyalty ? 7

- (b) Bens Corporation was reputed for its employee commitment and loyalty. The sound employee base was the reason behind the success of Bens Corporation. In recent months, many employees of the company put in their papers. The management of the company was shocked by these behaviours of the employees. You are required to rectify the issue. How will you handle it ? 7

OR

- (c) What do you mean by Transactional Analysis ? Discuss. 7
- (d) Many accidents of buses by MSRTC were recorded in recent times. Hence the drivers and other employees have lost their morale and become demotivated. You are given a task to motivate MSRTC employees. How will you proceed ? 7
4. (a) Define learning. Discuss learning and learning behaviour. 7
- (b) Pramod the operations manager at Balaji Corporation recorded many suggestions by the shop floor workers. The company is going for 100 % automation. The top management has made the decision. Pramod produced the suggestions from the workers; management declined those suggestions.
- Consider yourself as Pramod, how will you make the participative management in the company for its best interest ? 7

OR

- (c) Discuss negotiation strategies in human behaviour at work place. 7
- (d) Ameya Pharma noticed the usual conflict between marketing and operations employees. These employees are transferring the responsibility of lower sales and quality issues. You are required to rectify the situation. How will you resolve this usual conflict ? 7

SECTION-C

5. Aptech is a software training institute and is known for quality and standard of training. The company built a culture of managerial value and ethos, straight economic and administrative policies and strategies. In the initial days of Aptech the company realised tremendous growth and prosperity. The reason behind the success of Aptech was its organisational culture and climate which lasted for many years.

But in the advent of competitive environment, the company started performing poorly. The management has taken cognizance of poor performance and appointed Mr. Raju for rebuilding its culture and climate.

Mr. Raju analysed the case and started working on the issue.

- (a) What must have gone wrong in well established Aptech company ? 7
- (b) What would you recommend if you are helping Raju in above case ? 7