

**MBA – INFORMATION TECHNOLOGY  
MANAGEMENT (MBAITM)**

**Term-End Examination**

**June, 2015**

00003

**MBM-006 : ORGANIZATION BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

**Note :**

- (i) *Section I is compulsory.*
- (ii) *In Section II, solve any five questions.*
- (iii) *Assume suitable data wherever required.*
- (iv) *Draw suitable sketches wherever required.*
- (v) *Italicized figures to the right indicate maximum marks.*

**SECTION I**

1. Read the case and answer the questions that follow :

**CASE**

A manager of a company has been reviewing the records of labour (involved in making tools) as a means of getting better acquainted with his men. He is using every possible means to get

thoroughly acquainted with them because he has been told the performance of this department has been on the decline and needs to be improved.

One day he paused at the record of Sagar because he (Sagar) appeared to him as one of the below average men. The record surprised him because in education, psychology tests and previous ratings Sagar was among the top ten percent (%). So he decided to have a meeting with Sagar in the afternoon.

The discussion between the two proceeded only a few minutes when Sagar invited the supervisor to stop at his house on way home to see some of his hobby work. There Sagar showed the supervisor some of the finest parts for miniature racing cars, kept in his workshop and Mrs. Sagar pointed out that her husband can hardly be dragged out of his workshop to get a good night's sleep.

**Questions :**

- (a) Does Sagar have a motivational potential that can be exploited ? 8
- (b) If you were the HR manager of the same department, how would you motivate Sagar ? 7

2. Read the case and answer the questions that follow :

### CASE

Shiv Machineries Ltd. deals with the production of swing machines and is based in Agra. The company has over ten thousand employees. The company performance in terms of profitability and turnover over the last seven years has been good. The General Manager Marketing raised the issue in a meeting that he was a part of top management, however, other G.Ms. *i.e.*, Finance and Production objected to this statement. The issue was not dealt with effectively by the senior officials. Employees began behaving irrationally; however, business did not decline. No one explored the problem of irrational behaviour while marketing continued to function effectively. The General Manager was satisfied with his department sufficiently. The subordinates too were uneasy. A new Chairman-Cum Managing Director (CMD) came to join the company and explored the multiple problems pertaining to irrational behaviour in organization.

#### Questions :

- (a) As a CMD, what would you do to handle this situation ? 8
- (b) Should the behavioural problem be ignored or explored ? Discuss the nature of the problem. 7

## SECTION II

(Attempt any **five** questions. Each question carries 14 marks.)

3. "Organizational behaviour is an applied behavioural science that is built upon contributions from a number of behavioural disciplines." Comment on this statement. 7+7
4. What do you mean by Emotional Intelligence ? Explain five dimensions of Emotional intelligence. 4+10
5. "Attitudes are reasonably good predictors of Behaviour." Comment. Also, discuss the effect of Employee Attitudes. 7+7
6. What are the various determinants that influence personality ? Briefly describe the Allport's trait theory. 7+7
7. "Stress can lead to several positive and negative consequences." Explain the different effects of stress. 14
8. Describe the different types of teams. Also differentiate between the groups. 7+7
9. Write short notes on any **two** of the following : 7+7
  - (a) Process of Communication
  - (b) Conflict Management Style
  - (c) Opportunities for OB
  - (d) Type A and Type B Personality