

Roll No. ....

**11443**

**MBA 2 Year 1st Semester (Old)  
Examination–December, 2011**

**Organizational Behaviour**

**Paper 2103**

**Time : 3 hours**

**Max. Marks : 70**

---

**Important Note :** "Where there is no provision of internal assessment marks, the marks obtained by the candidates will be increased proportionately (if required) as per actual maximum marks given in the syllabus."

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

---

**Note :** There are two sections. Attempt four questions from Section A, selecting one question from each unit. **Section B is compulsory.** All questions carry equal marks.

11443-1250-(P-4)(Q-9)(11) (1)

[ Turn Over

## SECTION - A

### UNIT - I

1. OB faces many challenges in the present day environment. Discuss. 14
2. What is emotional intelligence. Explain the various dimensions of emotional intelligence with their importance.

### UNIT - II

3. Define Learning. Discuss the various theories of learning with their applications in organizations. 14
4. Explain Stress. Discuss the various causes of stress and their consequences on individual and organisation.

### UNIT - III

5. Define Power. Explain the various sources of power. How is power related to organisational politics ? 14
6. Discuss team concept. Explain the various types of teams. How should we develop effective teams ?


### UNIT - IV

7. Define organisational structure. Explain the various forms of organisational designs. 14
8. What is Change ? Why do people resist change ? How should we overcome resistance to change in organisational context ?

### SECTION - B

#### Case Study

9. Rajan, an accountant, is a reliable employee of Paragon Plastics Ltd. Rajan can always be counted on to get his work done accurately



and on time. He is punctual, works steadily and get along well with other people. He has been in his current position of accounting specialist for the last seven years, but the fact that he has not been promoted recently is of great concern to him. The pay is good, his supervisor is fair, his work area is well equipped, he likes the people he works with and the company treats its employees well. Nevertheless, he looks forward to 5 P.M. ! He is active outside the office, especially with hobbies and recreational pursuits. He is a member of the company hockey and basket ball teams, is a boy scout leader and dabbles in oil painting. During the income tax season, he enjoys helping friends to complete their income tax returns.

Answer the following questions :

- (i) Which of the need in Maslow's hierarchy seem to be most important to Rajan ?
- (ii) Is job satisfaction important to Rajan ?
- (iii) What types of Job Factors, motivators or Hygiene, are determining the course of his behaviour ?