



PG – 857

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I Semester M.B.A. Degree Examination, August/September 2021
(CBCS Scheme)
(2014 – 15 and Onwards)
MANAGEMENT

Paper – 1.2 : Organisational Behaviour

Time : 3 Hours

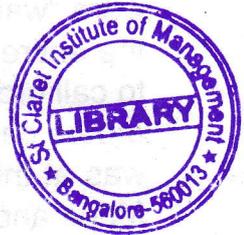
Max. Marks : 70

SECTION – A

Answer **any five** of the following.

(5×5=25)

1. Describe the various approaches to study organisational behaviour.
2. Explain Myers Briggs Type Indicator (MBTI) personality theory.
3. Elaborate on intra – team dynamics.
4. Describe how Johari window is useful to measure the interpersonal effectiveness of an organisation.
5. What are the factors influencing the changes in the organisation ?
6. What are the steps involved in the process of creating a organisational culture ?
7. Elaborate on the causes of conflict in organisation level and their resolution.



SECTION – B

Answer **any three** of the following.

(3×10=30)

8. Explain the different models of organisational behaviour.
9. What are the types of attitudes ? How an understanding of attitudes is useful for the study of organisational behaviour ?
10. Explain various techniques of group decision making applied in organisation.
11. Explain the methods of organisational development.

P.T.O.



SECTION - C

12. Compulsory (case study)

(1×15=15)

Larry, a high school kid looking for a summer job, was hired as a cook at a nearby restaurant. Larry had no experience working in kitchens, but the supervisor who hired him, explained that it wasn't necessary, because they would train him. On Larry's first day, he was paired with a Senior Line Cook by the name of Tyler. Tyler wasn't especially thrilled with the idea of having to train a new guy on the busiest night of the week and expressed his concerns to the manager. "You're our most senior employee, so that makes you the most qualified person to do the training." A frustrated Tyler didn't say much after that and aside from giving Larry a nod of acknowledgement, his only words to him were "watch, and stay out of my way." By the time the main dinner rush hit, the entire kitchen line was bustling with activity and Tyler was doing his best to call orders, time out bills and cook all at the same time. As more and more orders came in, the stress level in the kitchen had increased dramatically. It was at this point Tyler turned to Larry and barked, "I need you to run to the fridge and get me more hamburger meat!" Afraid to ask any questions, Larry quickly turned to look for the fridge and as instructed, "ran" through the kitchen line to get more meat, A cook, unaware that Larry was coming through, turned to put up a dish, and collided with Larry. He never heard him coming.

Questions :

- 1) When selecting an employee to do training, how much does seniority factor play a role in on your decision and why ?
- 2) Identify and list all the things that went wrong on Larry's first day.
- 3) If an employee is good at their job, does that automatically make them a good trainer and discuss both scenarios ?