



JP – 688

I Semester M.B.A. (Day/Evening) Degree Examination, July 2023
(CBCS Scheme) (2021 – 2022 and Onwards) (Freshers)
MANAGEMENT

Paper – 1.2 : Organizational Behaviour

Time : 3 Hours

Max. Marks : 70

SECTION – A



Answer **any five** of the following. **Each** question carries **five** marks. (5×5=25)

1. What are the Indian contributions to Management Practices ?
2. Explain the perceptual process.
3. What are the principles of learning ?
4. Discuss "Ineffective communication is the fault of the sender".
5. What are the types of cultures in the organisation ?
6. Discuss the ethics of power and politics.
7. What are the effects of conflict ?

SECTION – B

Answer **any three** of the following. **Each** question carries **ten** marks. (3×10=30)

8. Explain the process of Johari Window and its uses in the organisation.
9. Explain the theories of Learning.
10. Explain the process of change.
11. What are the various types of stress an employee faces during its work environment ?

P.T.O.



SECTION – C

12. **Compulsory** (Case Study) :**(1×15=15)**

Khanna made a lot of efforts to introduce the change by involving all the workers in it, since the workers lacked training and knowledge about productivity and cost reduction effects of this equipment. Ultimately, the new material handling equipment was installed with the active cooperation of the workers. A few months afterwards, the company decided to install a sophisticated fixture in the electronic assembly department among a group of technical workers. Considering Mr. Khanna's success in the previous change. This job was also assigned to him. Mr. Khanna did not expect any opposition about the proposed change since the group consisted of educated employees, who were in a better position to understand the company problems and utility of the new fixture. Accordingly, he did not make much efforts before introducing the new equipment as he had done in the previous situation. The result was beyond everybody's imagination. The group resisted tooth and nail the introduction of the new system until it was given up. The mistake proved very costly to Mr. Khanna and he lost this job.

Questions :

- 1) What, in your opinion, could Mr. Khanna have done to avoid resistance by the technical group to the proposed change ?
 - 2) How do you explain the behaviour of the two groups in accepting or rejecting the change contemplated by the management ?
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