

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA- SEMESTER -I - EXAMINATION- SUMMER-2023

Subject Code: 4519204

Date: 14/07/2023

Subject Name: Organizational Behaviour

Time: 02:30 PM TO 05:30 PM

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make Suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

- Q.1** Define following terms **14**
- (a) Halo Effect
 - (b) Stereotyping
 - (c) Functions of Management
 - (d) Negotiation
 - (e) Organizational Behaviour
 - (f) Motivation
 - (g) Job Satisfaction
- Q.2** (a) 'Management is both arts and science'- explain citing examples. **07**
- (b) Elaborate the term attitude. What are components of attitude? Explain with examples. **07**
- OR**
- (b) Explain the contributing discipline to the field of OB. **07**
- Q.3** (a) Explain Maslow's Need hierarchy theory in detail. **07**
- (b) 'Big Five personality model is helpful in predicting behavior at work.'- Explain with the concept in detail. **07**
- OR**
- Q.3** (a) What is leadership? Explain Fiedler model in detail. **07**
- (b) Explain process of group development in detail. **07**
- Q.4** (a) Explain conflict management techniques used by managers. **07**
- (b) What is stress? What should individual and organization do in order to cope up with stress? **07**
- OR**
- Q.4** (a) Define organizational culture. Explain factors that create and sustain organizational culture. **07**
- (b) Explain perceptual shortcuts used by people in making judgement about others. Explain with suitable examples. **07**

Q.5

XYZ Corp is a medium-sized company in the IT industry, located in a bustling metropolitan city. The company is known for its innovative software solutions and has been growing steadily over the past few years. However, in the recent past, there have been a few incidents in the office that have raised concerns about the organizational behaviour and culture of the company.

The incident in question involved an employee, Ramesh, who was being verbally abusive towards his colleagues and subordinates. Ramesh is a highly skilled software engineer and has been with the company for over six years. His team members complained that he would frequently belittle them in front of others, make sarcastic comments, and even raise his voice during meetings. This behaviour was creating an unpleasant work environment and causing stress and anxiety among the team members.

The management of XYZ Corp was aware of Ramesh's behaviour but had been ignoring it for a long time, as they did not want to lose a valuable employee. However, after receiving multiple complaints, they decided to take action. The HR department was tasked with investigating the matter and finding a solution.

The HR department conducted a survey of all the employees in the company to assess the workplace culture and identify any other incidents of poor behaviour. The survey revealed that many employees had witnessed or experienced similar behaviour from other colleagues. The HR department then organized a series of workshops and training sessions to educate employees on acceptable behaviour in the workplace and how to handle conflicts effectively. Ramesh was also called in for a one-on-one meeting with his supervisor and the HR department. They explained to him the impact of his behaviour on his colleagues and the company's culture. Ramesh was given a warning and asked to attend counselling sessions to help him manage his behaviour.

After a few months, the HR department conducted another survey to measure the effectiveness of their intervention. The survey showed that there was a significant improvement in the workplace culture, and incidents of poor behaviour had reduced. Ramesh had also been making a conscious effort to improve his behaviour and had become more respectful towards his colleagues.

- (a) What is the impact of poor behaviour of employees on workplace culture? **07**
- (b) What steps a firm can take in order to improve the behavior of employees at the workplace? **07**

OR

- (a) What suggestions would you like to give to Ramesh in order to improve situation? **07**
- (b) How does workplace behaviour influence on attitude and morale of employees? **07**
