

D 12391

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Name.....

Reg. No.....

**FIRST SEMESTER M.B.A. DEGREE (REGULAR/SUPPLEMENTARY)  
EXAMINATION, JANUARY 2022**

M.B.A.

BUS 1C 04—ORGANIZATIONAL BEHAVIOUR

(2016 Scheme)

Time : Three Hours

Maximum : 36 Weightage

**Part A**

*Answer all questions.  
Each question carries 1 weightage.*

1. What is MBO ?
2. Who is a Charismatic leader ?
3. What is Cognitive Dissonance ?
4. Distinguish between Culture and Belief.
5. What is Job Description ?
6. State the relevance of Group Cohesion.

(6 × 1 = 6 weightage)

**Part B**

*Answer any four questions.  
Each question carries 3 weightage.*

7. "There are different approaches to OB". Comment.
8. What are the determinants of Personality ?
9. Explain Conflict Resolution process.
10. Discuss the relevance of Organizational Learning.
11. Explain the factors affecting Perception.
12. Present the various Communication Networks.

(4 × 3 = 12 weightage)

**Part C**

*Answer any three questions.  
Each question carries 4 weightage.*

13. Elaborate the reasons for resistance to change.
14. Discuss the types of Conflict.

**Turn over**

15. Explain the components of organisation structure.
16. Discuss the means to manage stress.
17. What are the ways to trigger creativity in groups.

(3 × 4 = 12 weightage)

### Part D

#### Compulsory question.

*Carries 6 weightage.*

18. Mr. Rajah , the manager of Suratmal jewellers called the sales clerk, Mr.Singh to his office on a bright sunny morning and said, “The annual audit is due and the chartered accountants will be coming next week to examine our accounts. I want you to organise all the sales and purchase receipts neatly. You simply cannot let your hair down on this. We must be perceived as a neat and tidy operation and I want things to proceed without any hitch”. Singh just mumbled, “Yes Sir”, and walked out. After he returned to his seat he appeared very distracted and could not concentrate on his work all day. He remained absent the next day, and the day after he walked in with his letter of resignation which he handed over to his supervisor, Mr.Kiran. “What is the problem? What is wrong ? Why are you resigning ?” asked Kiran, to which he could not elicit any answers from Singh . Kiran took Singh out to a nearby hotel and over a cup of coffee and he tried to explore the reasons for Singh’s sudden action. “Do you have another job which pays you more?” he asked to which Singh replied: “The manager wants me to have my beared shaved off by next week and I can’t do it because it is against my religious believes. So I am resigning my job”.
  - a) What are the concepts relevant to the above communication problem ?
  - b) What should Kiran do now ? Why ?

(1 × 6 = 6 weightage)