

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA-SEMESTER-I-EXAMINATION- SUMMER-2024

Subject Code: 1519604**Date: 11/06/2024****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** Explain the following terms: **14**
- (a) Personality
 - (b) Attitude
 - (c) Transaction Analysis
 - (d) Negotiation
 - (e) Organization Culture
 - (f) Leadership Style
 - (g) Referent Power
- Q.2** (a) “OB is an applied behavioral science built on contributions from a number of behavioral disciplines.” **07**
Discuss
- (b) Discuss Big Five Personality Traits. What would be the impact of these traits on work performance? **07**
- OR**
- (b) Discuss Maslow’s Need hierarchy theory of Motivation. Relate it to Herzberg’s two factor theory and Alderfer’s ERG theory. **07**
- Q.3** (a) Explain the process of Perception. Discuss common errors made while making perception. **07**
- (b) Bring out the difference between teams and groups. **07**
- OR**
- Q.3** (a) What do you mean by group? What are the five stages of group development? What are the advantages of group decision making? **07**
- (b) “Not all stress is bad for people. Eustress is possible and can be experienced under certain conditions.” Comment **07**
- Q.4** (a) Explain various conflict management styles. **07**
- (b) What is power? Explain in brief Five bases of power. Also give your opinion for the power base you like with reason. **07**
- OR**
- Q.4** (a) Discuss any two leadership theory. **07**
- (b) Identify major group decision making styles. Evaluate these styles on their strengths and weaknesses. **07**

Q.5 CASE STUDY:

There are various reasons for stress. It is not just the monotonous work and the target pressure that cause stress. Call center employees have different reasons to explain the high attrition rate in the industry. Late night shift, repetitive nature of the work and the intrinsic work pressure not only cause serious disruptions in the biological system but also the social lives of many youngsters who have taken such jobs. A stressful work environment can contribute to lots of problems including concentration and productivity.

On the other hand, managers feel that they are providing a quality life to employees by providing competitive salaries, an air-conditioned work place, frequent breaks and even food to eat at the company's expense. Many managers feel that the glowing picture of a glamorous workplace backfires when an employee actually encounters the work pressure on the job and then, this keeps the 'door-revolving'

- (a) How do you think managers can motivate these youngsters to stay back on their jobs and make them perform effectively? **07**
- (b) What do you think are the potential stressors for these young employees? Also, list down the ways in which they can cope up with the stress at the individual level. **07**

OR

- Q.5**
- (a) Discuss various sources for stress at workplace. **07**
 - (b) State and explain various individual and organizational stress management strategies. **07**
