

Seat No. /Enrollment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA-SEMESTER-I-EXAMINATION-WINTER-2025

Subject Code: MB01000011

Date: 21/01/2026

Subject Name: Essentials of Organisational Behaviour

Time: 10:30 AM TO 01:30 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. No.	Question Text and Description	Marks
Q.1	Definitions / terms / explanations / short questions based on concepts of theory/practical (a) Organization Behavior (b) Conflict (c) Halo Effect (d) Power (e) Referent Power (f) Team (g) Negotiation	14
Q.2	(a) Explain the concept of OB. What is the importance of OB to modern managers? (b) What are the different models of OB? As per your opinion which is best	07 07
	OR	
	(b) What is personality? Discuss Big five model of personality.	07
Q.3	(a) What do you mean by perception? Discuss factor affecting perception in details. (b) Define group. Discuss group development process in details.	07 07
	OR	
Q.3	(a) How does politics in the organization effect employee behavior? What defensive behaviors do employees engage in? (b) What do you mean by leadership? Explain Contingency theory of leadership.	07 07
Q.4	(a) What is Conflict? Discuss Various conflict management techniques. (b) Define Power. Also explain the Bases (Types) of Power?	07 07
	OR	
Q.4	(a) How can organization overcome Resistance to Change? (b) "Explain the key elements of organizational structure and discuss the Line and staff organization structure in detail. How does this type of structure impact the efficiency and effectiveness of an organization?	07 07

Q.5

CASE STUDY:

Krishnamurthy, plant manager of frame manufacturing company, is the chairperson of the ad hoc committee for space utilization. The committee is made up of various departmental heads of the company. The general manager of the company has given MURTHY the responsibility for seeing whether the various office, operations and warehouse facilities of the company are being optimally utilized. The company is beset by rising costs and the need for more space.

However, before Okaying an expensive addition to the plant, the general manager wants to be sure that the currently available space is being utilized properly. MURTHY opened up the first committee meeting by reiterating the charge of the committee. Then MURTHY asked the members if they had any initial observations to make. The first to speak was the office manager. He stated "well I know we are using every possible inch of room that we have available to us. But when I walk out into the plant I see a lot of open spaces. We have people piled on top of one another, but out in the plant there seems to be plenty of room." The production manager quickly replied, "We do not have a lot of space. You office people have the luxury facilities. My supervisors don't even have room to descend a file cabinet. I have repeatedly told the plant manager we need more space. After all, our operation determines whether this plant succeeds or fails, not like you people in the front office pushing paper around." MURTHY interrupted at this point and said, "Obviously we have different interpretations of the space utilization around here. Before further discussion I think it would be best if we have some objective facts to work with. I am going to ask the industrial engineer to provide us with some statistics on plant and office layouts before our next meeting. Today's meeting is adjourned."

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| (a) | What perceptual principles are evident in this case ? | 07 |
| (b) | What concept was brought out when the production manager labelled the office personnel a bunch of "paper pushers"? | 07 |

OR

Q.5

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|------------|--|-----------|
| (a) | Do you think that Murthy's approach to getting "objective facts" from statistics on plant and office layout will affect the perceptions of the office and production managers? | 07 |
| (b) | If you were in Murthy's position, how would you have handled the situation? | 07 |
