

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

First Semester MBA Degree Regular and Supplementary Examination December 2022

Course Code: 20MBA105**Course Name: ORGANIZATIONAL BEHAVIOUR**

Max. Marks: 60

Duration: 3 Hours

PART A*Answer all questions. Each question carries 2 marks*

- | | Marks |
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| 1 What is contingency approach? | (2) |
| 2 Explain emotional intelligence | (2) |
| 3 Discuss about group structure | (2) |
| 4 What you mean by organisational power | (2) |
| 5 Creating a culture of change is the need of organisations. Substantiate | (2) |

PART B*Answer any 3 questions. Each question carries 10 marks*

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| 6 Explain the challenges and opportunities of OB | (10) |
| 7 Explain motivation theories | (10) |
| 8 Elaborate the concept Transactional Analysis and its application | (10) |
| 9 Discuss conflict resolution strategies adopted by organisations | (10) |
| 10 Discuss various approaches to manage change in organisation | (10) |

PART C*Compulsory question carrying 20 marks*

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| 11 Krishnamurthy, plant manager of frame Manufacturing company, is the chairperson of the ad Hoc committee for space utilisation. The committee is made up of various departmental heads of the company. The general manager of the company has given Moorthy the responsibility for seeing whether the various office, Operations and warehouse facilities of the company are being optimally utilised. 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 utilised | (20) |
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properly Murthy opened up the first committee meeting by Reiterating the charge of the committee. Then Moorthy 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 for a desk and 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.’ Moorthy interrupted at this point and said, “obviously we have different Interpretations of the space utilisation 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.

Questions:

- 1)What perceptual principles are evident in this case?
- 2)What concept was brought out when the Production manager labelled the office Personnel a bunch of “paper pushers”?
- 3)Do you think that Moorthy’s approach to Getting “objective facts” from statistics on Plant and office layout will affect the Perceptions of the office and production Managers?
- 4)If you were in Moorthy’s position, how would you have handled the situation.
