Code No: MB1626/R16

MBA II Semester Supplementary Examinations, October-2021
ORGANIZATIONAL BEHAVIOR

Time: 3 Hours   **Max. Marks: 60**

*Answer Any **FIVE** Questions*
All Questions Carry Equal Marks
Question No. 8 is Compulsory

1.	a	Explain the nature of Organisational Behavior.	6M
	b	What are the linkages of OB with other social sciences?	6M
2.	a	Discuss the theories of motivation.	6M
	b	What are the behavior modification techniques?	6M
3.	a	Explain about Johari Window.	6M
	b	Explain group versus individual interaction.	6M
4.	a	What is team building?	6M
	b	How to resolve conflicts in groups?	6M
5.	a	What are the elements of organisation structure?	6M
	b	Explain the organisational development process.	6M
6.	a	What are the approaches to OB?	6M
	b	Explain about groups and their formation.	6M
7.	a	What is the role of feedback in interpersonal communication?	6M
	b	Explain about OD techniques.	6M

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8. **Case study** 12M

Swetha is the marketing department manager. She has noticed that her staff seems to be pulling in separate directions and some members have trouble cooperating with others. She feels team building will help her department function in a more positive and productive way.

Swetha interviews several OD consultants to find the change agent she thinks will be right for what she needs. Swetha decides on Karthik, an organization development consultant that best answered the question, "How will this change agent build a group into a team?"

Karthik meets with Swetha to discuss the problems. Karthik and Swetha define the problem as Swetha sees it. They discuss specific questions to ask and data that will be collected from interviews with team members. Karthik interviews Swetha's staff and immediately a number of issues surface that appear counterproductive to effective functioning. Lack of communication is identified as the most serious problem, and many of the other major issues are the are the direct result of the communication breakdown.

Karthik reports the general findings back to Swetha without mentioning any names. After discussing the problem and possible ways to solve it, they decided on the two-day team building retreat. The goal of the retreat is to get the group to work through the issues that are causing the biggest problems. Before the retreat, Karthik puts together an agenda and shares it with Swetha. Upon approval, the agenda is given to all group members. Karthik purposely leaves the agenda quite open so that the group will get more involved in the problem- solving process and gain greater ownership in the process of working to achieve positive and productivechange.

Questions:

i.   What is your reaction to Karthik's plan of action?
ii. Whether Swetha is right in contacting Karthik? Why?
iii. Discuss about the karthik's approach in problem solving.

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