

Roll No: _____

UNIVERSITY OF PETROLEUM
AND ENERGY STUDIES



School Of Law

End Semester Examination, May 2018

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| Program | : | B-COM LLB TL B1 & B2 | Semester | : | II |
| Subject (Course) | : | ORGANISATION BEHAVIOUR | Max. Marks | : | 100 |
| Course Code | : | CLNL 1029 | Duration | : | 3 Hrs |
| No. of pages | : | 03 | | | |

(SECTION - A)

(10 X 1 = 10)

Multiple Choice Questions (All Questions are compulsory):

1. A study of human behavior in organizational settings is: (1 Mark)
 - a) Individual behavior
 - b) Group behavior
 - c) Organizational behavior
 - d) None of these
2. Path goal theory is propounded by (1 Mark)
 - a) Robert House
 - b) Hersey & Blenchar
 - c) Paul Hersey
 - d) Fred Fiedler
3. _____ is a relatively permanent change in behavior that occurs as a result of experience. (1 Mark)
 - a) Behavior modification
 - b) Learning
 - c) Motivation
 - d) Skills
4. Feature(s) of Maslow's need hierarchy theory is (are) (1 Mark)
 - a) Theory of human motives
 - b) Classifies basic human needs in a hierarchy
 - c) Theory of human motivation
 - d) All the above
5. Work attitudes can be reflected in an organization through (1 Mark)
 - a) Job Satisfaction
 - b) Organizational Commitment

- c) Both 'a' & 'b'
d) None of the above
6. Engaging in work behaviour and striving hard to perform well for the primary purpose of fulfilling one's own satisfaction, pride and happiness is called: (1 Mark)
- a) Social Motivation
b) Intrinsic Motivation
c) Extrinsic Motivation
d) Esteem Motivation
7. The first stage of Lewin's three step of change model is (1 Mark)
- a) Unfreezing
b) Freezing
c) Stabilizing
d) Moving
8. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behavior shows (1 Mark)
- a) Consensus
b) Reliability
c) Similarity
d) Consistency
9. A lack of clarity concerning what will happen is referred to as (1 Mark)
- a) Temporal
b) Predisposition
c) Uncertainty
d) Negation
10. Motivation is important to managers because (1 Mark)
- a) It is a significant contributor to high performance
b) It does not explain the differences in intensity of behavior
c) It explains the differences in attitude and personality
d) Not all employees know how to use it effectively

(SECTION - B)

(4 X 5 = 20)

Short answers questions (All Questions are compulsory):

11. What is organizational change? Describe Lewin's three step model for organization change. (5 Marks)
12. Explain the leadership styles on the basis of their classifications? (5 Marks)
13. Write short notes on any **two** of the following: (2 x 5 Marks)
- a) Process of conflict management

- b) Stages of group formation
- c) Organizational culture

(SECTION - C)

(2 X 10 = 20)

Long answer type questions (Any Two):

- 14.** An individual attitude is formed with the experience gained and through family and peer group. Comment. (10 Marks)
- 15.** Distinguish between Maslow's need priority model and Herzberg's two factor theory of motivation. How Maslow's theory help managers in motivating the employees. (10 Marks)
- 16.** What is conflict management? Explain the conflict management techniques used in organization with examples. (10 Marks)

(SECTION - D)

(50 Marks)

Case-Study (All Questions are compulsory):

Mr. Acharya believes in empowering employees so that in future the organization does not face any problems with managerial succession. Due to which most of the employees enjoy freedom to take decisions and can complete their tasks successfully on time. This resulted into high productivity, quality of product and goodwill in the market for the organization.

Since few days, Mr. Acharya is restless. He had recruited Mr. Mehta, the production manager after retirement of the manager on the recommendation of a friend. Mr. Mehta was very meticulous in his work. He is sometimes harsh with his supervisors if they commit any mistakes. Due to which supervisors don't enjoy working under him.

One day in a production report sent by Mr. Mehta to Mr. Acharya an error was found for which Mr. Acharya called up Mr. Mehta and confirmed whether it was an error or real figure. The intension was very clear that wrong report cannot be forwarded to the top management.

But Mr. Mehta took it wrongly. He came to Mr. Acharya's cabin and told Mr. Acharya that the report is correct and denied making any further corrections. Though Mr. Acharya tried explaining his point of view Mehta did not budge.

After this interaction, Mr. Acharya called the concerned supervisor and got the report corrected. This irritated Mr. Mehta and he resigned from his job on the spot.

Case Study Questions:

- 17.** Comment on leadership style of Mr. Acharya. (20 Marks)
- 18.** Do you feel Mr. Acharya should talk to Mr. Mehta once again? Give solution to the problem. (20 Marks)

19. What would you do if you would be in the same situation of Mr. Acharya and Mr. Mehta?

(10 Marks)