

Name:	 <b>UPES</b> UNIVERSITY WITH A PURPOSE
Enrolment No:	

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, Dec 2019**

**Course: Organizational Behavior**

**Semester: III**

**Program: BBA (OG)**

**Time: 03 Hours**

**Course code: HRES 2001**

**Max. Marks: 100**

**Instructions: Write precise and brief answers**

**SECTION A**

		Marks	CO
Q 1	<i>Define the following</i>  a) Contingency approach in OB b) Social learning c) Hygiene factors d) External Locus of control e) Groupthink f) Child ego state g) Id h) Classical conditioning i) Halo error j) Self-actualization	<b>20</b> <b>(2x10)</b>	<b>CO1</b>

**SECTION B**

		Marks	CO
	<i>Answer ANY FOUR of the following questions</i>		
Q2	How are status and norms related in a group?	<b>5</b>	<b>CO2</b>
Q3	Differentiate between a) Intrinsic motivation and extrinsic motivation b) Autocratic leadership and democratic leadership	<b>5</b>	<b>CO2</b>
Q4	Suppose you have to choose an assistant. Would you prefer someone who is high in conscientiousness but low on agreeableness, or someone who is high in agreeableness but low in conscientiousness? Why?	<b>5</b>	<b>CO4</b>
Q 5	Give examples of five factors internal/external to the perceiver, that affect perception.	<b>5</b>	<b>CO3</b>
Q6	In the present business environment the organizations need to keep changing to adapt themselves to the new business demands. Still the employees tend to resist these changes. Why do you think they resist these changes?	<b>5</b>	<b>CO3</b>
Q7	Explain parallel transaction with the help of an example.	<b>5</b>	<b>CO4</b>
Q8	Why do people join groups? How is an informal groups different from a formal group?	<b>5</b>	<b>CO2</b>

<b>SECTION-C</b>			
	<i>Answer ANY TWO of the following questions</i>		
Q8	“A good leader needs to have concern both for people and production” Do you agree with this? Explain with the help of Behavioural theories of leadership.	<b>15</b>	<b>CO3</b>
Q9	In a company the workers on the assembly line are generally late for work. Their supervisor has the authority to provide movie tickets as a reward or impose Rs. 1000 as a fine. With the help of operant conditioning, explain how the supervisor can use these two options (movie ticket and fine) to modify the behavior of workers.	<b>15</b>	<b>CO4</b>
Q10	What do you understand by role conflict? Identify four different roles you play. Are any of these roles in conflict? If so, in what way? How do you resolve these conflicts?	<b>15</b>	<b>CO4</b>
<b>SECTION-D</b>			
Q11	<i>Study the following case and answer the questions that follow</i>		
	<p>Dr Ranga comes from a very highly placed family of South India. His father was a Major General in the armed forces and his mother, though an educated house wife, was very ambitious and aggressive in teaching her children the values of success, competition and achievement. All the five children in the family are well settled in various fields.</p> <p>Doctor Ranga, the second son and the third child in the family was specially loved and attended to by his mother because he was exceptionally bright and from a very early age expressed his desire to become a doctor. He was educated in the best convent school, was very good in sports and graduated with honours. He was accepted in one of the finest medical schools in India and completed his MBBS degree in 5 years, specialising in neurosurgery.</p> <p>After spending 2 years in medical residency in a hospital in India, he went to America in 1974 and started working in a hospital. He was very diligent, hardworking and came to be known as one of the best neurosurgeon in the hospital by 1980. In the meantime, he came to India in 1976, got married and had one daughter. He was making very good money and was considered as one of the most successful and affluent Indian doctors in the Indian social circles.</p> <p>In 1984, one of Dr Ranga’s old friends from India, Dr Singh who had also settled in America visited an Indian restaurant for dinner. He was most surprised to see Dr Ranga sitting in lotus style on the floor playing an Indian musical instrument known as Sitar. His total income from playing the instrument for the guests including tips came to less than \$100 for the day. Dr Singh greeted Dr Ranga with affection but wanted to know what was going on. The conversation went something like this:</p>		

	<p>Doctors Singh: Dr Ranga! My God! What a surprise! I have not seen you for ages. I heard you were working in the hospital as a neurosurgeon. And I assume that you are playing the Sitar just as a hobby.</p> <p>Dr Ranga: No, Dr Singh, I am not playing the Sitar as a hobby. I am playing it as kind of a profession. I have always liked music and it gives me a lot of peace of mind. My needs are limited and I make enough money to satisfy these needs.</p> <p>Dr Singh: But doctor Ranga, you spent a lifetime in being a doctor a very good neurosurgeon with unlimited money potential. You could afford the most beautiful house, the best car and anything else you wanted. Everybody wants the best in materialistic possessions. They are the best motivators to work harder, achieve more in your professional life and be successful. I feel bad that you have to give up all that.</p> <p>Dr Ranga: But I have achieved all I wanted to achieved. I made a lot of money and have everything material that I need. The material things are no longer motivators for me. Now I want to know myself. I want to understand the purpose of life. I want to be happy. And I am happy. I am what I want to be and I do what makes me happy. Isn't happiness the ultimate goal in life anyways?</p> <p>Dr Singh: Well, you were right on that. And I wish you best of luck.</p>		
Q1-	What has Dr. Ranga lost in giving up his hospital job and medical practice and what has he gained instead?	<b>10</b>	<b>CO4</b>
Q2-	How does Maslow's need hierarchy model of motivation explain and justify his behaviour?	<b>10</b>	<b>CO3</b>
Q3-	Do you think that the fact that Dr. Ranga is from India where cultural values emphasize harmony with God and nature, had some influence on his decision to change his life style?	<b>10</b>	<b>CO4</b>