

Name:	 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, Dec 2020

Course: Organisational Behaviour
Program: BBA- LM
Course code: HRES 2001

Semester: III
Time: 03 Hours
Max. Marks: 100

SECTION A

- 1. Each Question will carry 5 marks**
- 2. Instruction : Select the most appropriate answer**

		Marks	CO
Q 1	A common definition of Organisational Behaviour is that it is the study of: a. Patterns of organizational structure b. Individual Behaviour c. Group Behaviour d. All of the above	[5]	CO1
Q2	Which of these OB models is an extension of supportive model? a. Autocratic Model b. Custodian Model c. Collegial Model d. None of the above	[5]	CO1
Q3	_____ is the tendency for people to enjoy high levels of satisfaction on new jobs that they have taken in response to dissatisfaction with their old jobs. a. Hangover Effect b. Halo Effect c. Honeymoon Effect d. All of the Above	[5]	CO1
Q4	According to Vroom's theory: Motivational Force = Valence x Instrumentality x _____. a. Power b. Achievement c. Expectancy d. All the above	[5]	CO1
Q5	Which is of the Theory of Leadership takes trait as a key variable? a. Behavioral Theories b. Trait Theory c. Contingency Theory d. Path Goal Theory	[5]	CO1
Q6	Who is associated with the theory of classical conditioning?	[5]	CO1

	<ul style="list-style-type: none"> a. Sigmund Freud b. B.F. Skinner c. Ivan Pavlov d. Carl Jung 		
SECTION B			
<p>1. Each Question will carry 10 marks</p> <p>2. Write short / brief notes</p>			
Q8	<p>Caleb learned from his parents that littering was bad, so when he sees someone doing it, he forms an unfavorable impression of that person. Caleb's learned predisposition to dislike someone who litters represents his _____.</p> <ul style="list-style-type: none"> a) Personality b) Intelligence c) Attitude d) Emotion <p>The above is an example of one out of above four options. Write justification for your choice.</p>	[10]	CO2
Q9	<p>Kimberly-Clark is interested in mothers' emotional reactions to their Huggies brand of disposable diapers, which usually have popular characters or cute designs printed on them. Which component of attitude model is Kimberly-Clark interested in?</p> <ul style="list-style-type: none"> a) Knowledge b) Intelligence c) Affective d) Orientation <p>The above is an example of one out of above four options. Write justification for your choice.</p>	[10]	CO2
Q10	<p>Identify the type of 'Locus of Control' in the below examples. State reason for your choice.</p> <p>Case 1: The newly appointed C.E.O of Vishakapatnam Steel Plant of Authority of India Limited (SAIL) believed that his traits could turn around the sick plant.</p> <p>Case 2: Linda is a psychology undergraduate and has just received the results of one of her year 2 exams, a 1st. She believes she achieved her result owing to how organised she had been with her revision and how hard she had worked for the weeks before she sat the exam. According to Rotter, what type of Locus of control does the student appear to have?</p>	[10]	CO2
	<p>Two sticks were presented to a monkey in the cage. Both sticks were too short to reach a banana lying outside cage. This produced an experience or insight in monkey. What monkey did without any prior exposure joined both sticks together and pulled the banana inside the cage. Therefore monkey applied one out of the following theory-</p> <ul style="list-style-type: none"> a) Operant Conditioning b) Classical Conditioning c) Cognitive Learning d) Social Learning 	[10]	CO3

	Which theory did monkey applied. Write justification for your choice.		
Q11	<p>8 Jungle Cruise skippers fired for “veering from the company’s official script and telling their own jokes to park guests.” Official Disney statement: “We entertain our guests with quality family entertainment and put on performances every day. Our goal is to deliver a consistent quality show daily.” The action of the company is due to one out of the following theory-</p> <ol style="list-style-type: none"> Organisational Change Organisational Conflict Organisational Culture Organisational Power and Politics <p>The above is an example of one out of above four options. Write justification for your choice.</p>	[10]	CO3
SECTION C 1. Each Question carries 20 marks (Answer Any One) 2. Instruction : Write Long Answer			
Q12	<p>A heartwarming incident involving two Legendary Sons of India.</p> <p>When Dr Abdul Kalam was the President, he visited Coonoor (Near Ooty). On reaching, he came to know that Field Marshall Sam Manekshaw was in the Military Hospital there. Dr.Kalam wanted to visit Sam, which was unscheduled. Arrangements were made. At the bedside, Dr Kalam spent about 15 - 20 minutes talking to Sam and enquiring about his health.</p> <p>Just before leaving Dr Kalam asked Sam, "Are you comfortable? Is there anything I could do? Do you have any grievance? Or any requirement that would make you more comfortable?" The Field Marshal responded, "Yes Your Excellency, I have one grievance". Shocked with concern & anguish, the President asked him as to what was it.</p> <p>Sam replied, "Sir, my grievance is that I am unable to get up and salute the most respected President and the Supreme Commander of the Armed Forces of my beloved country". Kalam held Sam's hand, as both were in tears.</p> <p>How you think the above example relates to the learning points on leadership skills of the two legendary dignitaries cited in the example.</p>	[20]	CO4