MB-104

Sl.No. :

Total No. of Pages : 3

First Semester M.B.A Degree Examination, May - 2025
(SLM Scheme) (Non-CBCS)
MANAGEMENT
Organizational Behaviour

Time : 3 Hours **Max. Marks : 80**

Instruction : ***Answer all the Sections.***

SECTION - A

Answer any five sub-questions. Each sub question carries three marks.

[5 × 3 = 15]

Q1) a) What is formal organization?

b) What are the barriers of perception'?

c) What are Values?

d) What are the reasons for emergence of informal group?

e) Define the role of Change agent.

f) What are the elements of Social Learning?

g) Define organization culture

SECTION - B

Answer any four questions. Each question carries 5 marks. **[4 × 5 = 20]**

Q2) Briefly explain the various models of organizational behavior?

Q3) Explain the factors affecting organizational climate.

Q4) Differentiate between formal and informal group.

Q5) What are the characteristics of communication?

Q6) Mention the reason for organizational change.

Q7) Explain the Type A and Type B of personality.

SECTION - C

Answer any three questions. Each question carries ten marks. **[3 × 10 = 30]**

Q8) Explain the factors affecting personality traits.

Q9) Define perception. Discuss the various factors influencing perception.

Q10) Explain the stages involved in group formation.

Q11) Discuss the process of organization development.

Q12) Describe the various environmental factors affecting organization behavior.

SECTION - D

Case (Compulsory) **[1 × 15 = 15]**

Q13) Soon after Mr. Matsushita of Matsushita Electric, Japan started his own business, when the company was still an individually owned and managed, small company with only about 10 employees, he separated the company accounts from the family accounts. He gave full accounts of the balance sheet to the employees every month to keep them apprised of monthly sales and profits.

Since at the time his company was under private management with no stock holders to answer to, he was not required to open his books to the public. Yet he spontaneously decided to make the figures known to all his employees. When they heard the report about the amount of profit at the end of the month, they thought to themselves. "That's good. I'll work even harder next month to better the record. The employee finds pleasure, self-satisfaction and purpose in working for his company and comes to have enthusiasm which prompts him to work harder.

A system of open management does not give the manager any opportunity to do something dishonest with impunity, for he cannot hide his deeds. Confidence between him and his employees will be lost and unless restored, the company will eventually be brought to ruin.The reason Matsushita Electric has made such remarkable progress and that Konosuke Matsushita was so highly respected by all his employees today is that he had been hard on himself and most careful to avoid even the faintest hint of managerial misconduct.

Such a dedicated are morally upright attitude on the part of a manager sends a persuasive message to his employees. They too must be careful to act properly at all times.

Mr. Matsushita himself pointed out 20 years ago that having a good staff was one of the factors of Matsushita Electric's success.

I think that we can say that through his practice of open management, he motivated his employees to do better day after day. It was not simply a matter of the company hiring a good staff to begin with; it was his practice of open management which motivated the employees and reduced labour turnover, getting success to the organization.

Questions :

a) Explain the reasons for the success of simple structure compared to a matrix structure.

b) Why do the employees behave differently in different structures?