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**MBAH 403**

**I Semester M.B.A. Degree Examination, January 2018**  
**(Choice Based Credit System)**  
**BUSINESS ADMINISTRATION**  
**Organisational Behaviour**

Time : 3 Hours

Max. Marks : 70

**SECTION – A**  
**(Compulsory)**

**Note** : Answer to the question should **not** exceed **six** pages. **(1×15=15)**

1. Explain in detail the types of groups in organizations and the various group decision making techniques.

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**SECTION – B**

**Note** : Answer **any five** of the following questions. **Each** question carries **8** marks.  
Answer to the questions should **not** exceed **five** pages. **(5×8=40)**

2. What are the reasons for organizational power and politics ? Explain how organizational politics are managed.
3. Define change. Why are people resistant to change ? Explain Lewin's three step model for organizational change.
4. Explain the sources and strategies of resolving conflicts.
5. Explain the path goal leadership theory with an illustration.
6. Explain the key issues in creating, developing and sustaining high performance teams in a modern typical cross cultural organization.
7. Distinguish between motivation and satisfaction. Explain any two theories of motivation.
8. Examine the various stress management techniques.
9. Explain the process of learning and its implication to organizations.

P.T.O.



SECTION – C  
(Compulsory)

**Note :** Answer to the question should **not** exceed **six** pages.

**(1×15=15)**

10. Jerry is director of marketing for a large toy company. Presently, his team of executives consists entirely of white males. The company says it is committed to diversity and equal opportunity. In a private conversation with Robert, the company president, about the makeup of top-level management in the marketing department, Jerry admitted that he tends to promote people who are like him.

Jerry stated, "It just seems like when a promotion opportunity exists in our department, the perfect person for the job happens to be a white male. Am I supposed to actively seek women and minorities, even if I don't feel that they are the best person for the job ? After all, we aren't violating the law, are we ?"

Robert responded, "So far the performance in your department has been good, and as far as I know, we are not violating any discrimination laws. Your management team seems to work well together and we don't want to do anything to upset that, especially considering the big marketing plans we have for this coming fiscal year."

The big marketing plans Robert is referring to have to do with capturing a sizable share of the overseas market. The company thinks that a large niche exists in various countries around the world — and who better to fill that niche than an organization that has proved it can make top-quality toys at a competitive price ? Now the marketing team has the task of determining which countries to target, which existing toys will sell and which new toys need to be developed.

- 1) Do Jerry and Robert understand what "management of diversity" means ? How would you advise them ?
- 2) Considering the marketing plans, how could they benefit from a more diverse management team ? Be specific.