

Reg. No.

--	--	--	--	--	--	--	--	--	--

MBAH 403



I Semester M.B.A. Degree Examination, January 2019
(Choice Based Credit System)
BUSINESS ADMINISTRATION
Organisational Behaviour

Time : 3 Hours

Sri Dharmasthala Manjunatheshwara
College of Business Management, Mangalore
Post Graduate Centre for Management
Studies and Research Library

Max. Marks : 70

SECTION – A
(Compulsory)

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

1. Discuss the major theoretical explanation to group formations. Which explanation, do you think, is most relevant to the study of organisational behaviour ?

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 is attribution theory ? How can locus of control be applied to workers and managers ?
3. Distinguish between sensation and perception. Examine the external factors that affect perceptual selectivity.
4. Explain the four major dimensions of Myers-Briggs Type Indicator (MBIT). How can the MBIT be used effectively ?
5. What types of barriers prevent people from changing their attitudes ? How can attitudes be changed ?
6. In Vroom's model, what are valence, expectancy and force ? How do these variables relate to one another and to work motivation ?
7. How does power differ from authority ? Briefly summarize each of the French and Raven power types.
8. Discuss various strategies for preventing and effectively managing stress.
9. How do groups or teams in conflict behave ? What are some antecedent conditions of intergroup conflict ?

P.T.O.



SECTION – C
(Compulsory)

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

(1×15=15)

10. Good people — valuable employees — quit their jobs every day. Usually, they leave for better positions elsewhere. Take Ken, an experienced underwriter in a northeastern insurance company, who scribbled the following remarks on his exit interview questionnaire :

This job isn't right for me. I like to have more input on decisions that affect me — more of a chance to show what I can do. I don't get enough feedback to tell if I'm doing a good job or not and the company keeps people in the dark about where it's headed. Basically, I feel like an interchangeable part most of the time.

In answer to the question about whether the company could have done anything to keep him, Ken replied simply, "Probably not".

Why do so many promising employees leave their jobs ? And why do so many others stay on but perform at minimal levels for lack of better alternatives ? One of the main reasons — Ken's reason can be all but invisible, because it's so common in so many organizations : a systemwide failure to keep good people.

Corporations should be concerned about employees like Ken. By investing in human capital, they may actually help reduce turnover, protect training investments, increase productivity, improve quality and reap the benefits of innovative thinking and teamwork.

Human resource professionals and managers can contribute to corporate success by encouraging employees, empowerment, security, identity, "connectedness" and competence. How ? By recognizing the essential components of keeping their best people and by understanding what enhances and diminishes those components.

Ken doubts that his company will ever change, but other organizations are taking positive steps to focus on and enhance employee retention. As a result, they're reducing turnover, improving quality, increasing productivity and protecting their training investments.

1. Do you think that Ken's self-esteem had anything to do with his leaving the firm ?
2. What do you think were Ken's satisfaction with and commitment to the job and firm he is leaving ? How does this relate to the research on the determinants and outcomes of satisfaction and commitment ?
3. What lesson can this company learn from the case of Ken ? What can and should it now do ?