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MBAH 403

I Semester M.B.A. Degree Examination, May/June 2022

(Regular and Repeater)

BUSINESS ADMINISTRATION

Organisational Behaviour and Communications

Time : 3 Hours

Max. Marks : 70

**SECTION – A
(Compulsory)**

(1×15=15)

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

1. What are the goals of organizational behavior ? As a manager of an organization, prepare measures which will assist an individual to grow continuously in your organization.

SECTION – B

(5×8=40)

Note : Answer **any five** of the following. Answer to **each** question should **not** exceed **five** pages.

2. What do you mean by values ? How can value based organization be created ?
3. Discuss the main barriers to communication. Explain how the barriers can be removed.
4. Explain various conflict resolution strategies adopted by an organization for restoring high performance of the employees.
5. What is group decision? Critically examine how group decision is better than individual decision.
6. Explain the important features of stress. "Stress has positive as well as negative consequences", elaborate.
7. Distinguish between hygiene factors and motivators. Examine the applicability of two factors theory in Indian Context.
8. Explain various levels of conflict in organizational life and its influence on the organizational efficiency.

P.T.O.



SECTION – C
(Compulsory)

(1×15=15)

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

9. Analyze the following case study :

Laura Gomez just completed her MBA program at the University of Missouri. She entered the program as a midcareer student after spending 12 years as a clerk in a high fashion design studio. During those 12 years, she worked in a financial office, where she found the work to be tedious and routine, and a far cry from the exciting life she expected of design studio. She wanted a change and thought that was the best way of going in the job market was to have an MBA in hand. During her academic program, she concentrated on marketing. At home, she was a single parent with 2 childrens, 8 & 10 years of age. She feels a great deal of responsibility for her children and wants to be available to participate in their lives on a daily basis.

Laura has been interviewing, and with her experience and especially her education she has had several job offers. The first came from the management consultancy firm in the Midwest. The management consultancy firm is interested in more work in the retail sector, and Laura's experience in design studio was viewed as highly valuable. The salary is higher than she had been expecting to receive as an entry level MBA graduate. She would be expected to travel Midwest approximately 80% of the time.

The second job offer came from the non-profitable organization in St. Louis, Missouri. This non-profit has been in existence since 5 years and now is the position for hiring someone to handle all aspects of its finances, including fund raising. Laura does not have experience in fund raising but has been recommended to the organization as a quick learner. The salary is lower than what she was making before she returned to school 2 years ago. There are expectations that, with successful fund raising, her salary would increase. The office location is 3 miles away from her current residence. The job will require very little travelling.

The third job offer came from the federal government of Washington D.C. In this position, Laura would be fully trained to work in evaluation for the Department of Health and Human Services. This is not an area where she has worked before, but she is known to pay great deal of attention to detail, to have good interpersonal skills, and to be a fast learner. The salary is higher than what she was making prior to entering the MBA program, but not as high as that offered by the consultancy firm in Midwest.

You are Laura Gomez. Given what you know about yourself from the information in this case, respond to the following questions :

- 1) Which position would you take? Why ?
- 2) How does this fit with your preference and values ?
- 3) Is your choice different from that which you would recommend to Laura ?
If yes. Why ?