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MBAH 403

First Semester M.B.A. Degree Examination, June 2023
BUSINESS ADMINISTRATION
Organizational Behaviour and Communication

Time : 3 Hours

Max. Marks : 70

SECTION – A
(Compulsory)

Answer to the question should **not** exceed **6** pages.

(1×15=15)

1. In Vroom's model, what are valence, expectancy and force ? How do these variables relate to each other ?

SECTION – B

Answer **any five** questions. **Each** question carries **8** marks. Answer to the question should **not** exceed **5** pages.

(5×8=40)

2. Explain the big five personality traits.
3. Discuss how organizational politics can be managed.
4. Describe the measures to overcome barriers of communication.
5. Critically examine various styles of leadership with suitable illustrations.
6. What is Organisational Culture ? Explain its characteristic.
7. State the concept Johari window. Illustrate with an example.
8. Compare and contrast Maslow's need hierarchy theory and Herzberg's two factor theory of motivation.

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SECTION – C
(Compulsory)

Answer to this question should **not** exceed **6** pages.

(1×15=15)

9. **Case study :**

Colgomax is a large consumer products company. The incumbent CEO of the company left and Mr. Chatterzi, who was second in command to the CEO took over as CEO of the company. Mr. Rajesh is a senior executive in the company and has his own views. He has after all been in the business for a decade and a half and he thinks he knows how to tackle the slump the industry is going through. He did not waste any time and talked to the new CEO and told him what he thought needed to be done in the company. The CEO heard him out and suggested that he give him some time to learn the ropes. Eventually when he did layout his plan, Mr. Rajesh was shocked to see all his suggestions completely ignored. When he asked the CEO about this, he responded cryptically that he wanted a team that supported him completely and hinted that Mr. Rajesh leave the company if he was unhappy. He actually ventured far enough to offer his assistance in finding a new job for Rajesh. Mr. Rajesh was shocked. He did not understand what to do. One option was not to take it personally. It was probably just a mismatch between his and the CEO's style of functioning. The other option was to gracefully bow out while he still retains the goodwill of the organization and colleagues. He should start exploring opportunities elsewhere and take up the offer that suits him the best. He is still undecided between these two options :

Questions :

- a) Do you think the CEO has decided that Rajesh does not fit into his team and that is why he has asked him to quit ?
- b) Which option should Mr. Rajesh follows, in your opinion ?