

1739

8

- (b) Discuss various techniques of managing emotions
at workplace. (10, 8)

(500)

[This question paper contains 8 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 1739 I

Unique Paper Code : 2922103502

Name of the Paper : DSC- Organisational
Behaviour

Name of the Course : **B.A. (Hons.) Business
Economics**

Semester : V

Duration : 3 Hours Maximum Marks : 90

Instructions for Candidates

1. Write your Roll. No. on the top immediately on receipt of this question paper.
2. This paper contains **Seven** questions.
3. Attempt **any Five** questions.
4. **Question No. 1** is Compulsory.
5. All questions carry equal marks.

P.T.O.

1. Last year, Mr. Manohar had received promotion to the position of Manager of Engineering Dept. of Madras Manufacturing Co., a medium-sized firm producing numerous household products. Manohar had an electrical engineering degree and had been with the company for about seven years since graduating from a reputed institute of technology.

Manohar's record as a design engineer was excellent. He had developed three new products that are being marketed around the world and was widely respected for his innovative contributions to the company and recognised for its reputations as the industry leader in new ar product research and development. Not only was Manohar an effective engineer, he was also popular with almost everyone in the company. Throughout his seven years with the Madras Manufacturing Co., Manohar had kept himself "up-to-date" in his field by reading engineering journals and by attending conferences and workshops. Because of

- (b)"Organizational politics often threaten employees".
State employee responses to Organizational Politics. (10, 8)

6. (a) Write short notes on the following

- (i) Cognitive learning

- (ii) Errors in Perception Process

- (b) Students generally tend to compare their test results with their classmates. They derive motivation if they get equity in the evaluation process. In the light of the above statement, explain the motivation theory that is relevant. (10, 8)

7. (a) What is the difference between groupthink and group shift? What is the effect of each of these on group decision-making? Provide examples of situations where each might occur along with strategies to counter their effect.

How can they use Kurt Lewin's Change Management Theory to effectively implement this digital work system? (10,8)

4. (a) The LPC Contingency model assumes that a leader's contribution to the success of the group is determined by the leader's competency and by the situation. Explain.

- (b) Explain the transactional and transformational leadership styles in terms of their approach to motivation, goal setting, and employee engagement? Provide examples of situations where each leadership style would be most effective.

(10, 8)

5. (a) "Conflict is a perception of differences of opposition". Explain the types of conflict and loci of conflict.

his technical/engineering experience with the company and his ability to get along with people, top management felt very confident in promoting Manohar to the position of Manager of Engineering Deptt.

Manohar's early experience in coordinating the working of the eighteen engineers in the department proved to be a real challenge. He experienced considerable difficulties being a manager as compared to an engineer. He continued to be very involved with research and product design and worked very long hours (sometimes upto 12 hours a day) to "keep up" his design engineering.

Recently, Manohar was told by his boss that he was not providing the leadership to the department that top management believed was necessary in order to achieve maximum effectiveness. Manohar also began

to feel pressure from some of the engineers who likewise believed that he was involved in performing "routine engineering" job and not "managing" the department.

Questions:

1. What is the basic problem confronting Manohar as a manager?
2. What suggestions would you like to make to improve performance of Manohar as a manager?
3. Does being a good engineer guarantee success as a manager? Why or why not? (18)
2. (a) Discuss the concept of Personality. Organisations are increasingly using personality to fit the right

person into the right job. In the light of the above statement explain the Big Five model.

- (b) Employees in the organisation learn rewarding behaviour by understanding the consequences of behaviour. Identify the theory of learning used by employees in the above situation and discuss the relevance of reinforcement. (10, 8)

3. (a) Define Transactional Analysis. Discuss the types of transactions based on different ego states.
- (b) A mid-sized food processing company is planning to transition to fully digital operations in order to streamline its supply chain. In this process, the company is facing a major backlash from some of the older employees.