

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**MASTER OF BUSINESS ADMINISTRATION (M.B.A.)**  
**EXAMINATION : DECEMBER - 2022**  
**SEMESTER - I**  
**Sub: Organisational Behaviour (MBA105)**

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**Date: 31/12/2022**

**Total marks: 60**

**Time: 10.00 am To 12.30 pm**

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**SECTION – I**

**Q. 1. Fill in the blanks. (5)**

1. A process of interpreting something that we see or hear in our mind and use it later to judge and give a verdict on a situation, person, group is called
  - a) Values
  - b) Perception
  - c) Attitude
  - d) Motivation
  
2. Keeping things in order or in a synchronized way is called \_\_\_\_\_.
  - a) Controlling
  - b) Staffing
  - c) Organizing
  - d) Directing
  
3. \_\_\_\_\_ is an internal process that makes a person move toward a goal.
  - a) Stress
  - b) Money
  - c) Confidence
  - d) Motivation
  
4. \_\_\_\_\_ is the second need in Maslow's Need hierarchy theory.
  - a) Health
  - b) Safety needs
  - c) Self-actualization
  - d) Social
  
5. \_\_\_\_\_ are formed when individuals with a common taste, preference, liking, and attitude come and work together for a common goal.
  - a) Company
  - b) Office
  - c) Teams
  - d) Institute

**Q. 2. Answer the following. (Any Two) (20)**

1. Discuss the nature and Characteristics of Organisational Behaviour.
2. Define Teams. Give the characteristics of effective teams.
3. Define Groups. What are the various types of groups?
4. Give the various factors affecting perception in detail.

**Q. 3. Write Short notes (Any Two) (10)**

1. Qualities of a leader
2. Stages of group development
3. Distinguish between leader & manager

## SECTION – II

### **Q. 4. Case Study**

**(15)**

Watson Public Ltd Company is well known for its welfare activities and employee-oriented schemes in the manufacturing industry for more than ten decades. The company employs more than 800 workers and 150 administrative staff and 80 management-level employees. The Top-level management views all the employees at the same level. This can be clearly understood by seeing the uniform of the company which is the Same for all starting from MD to floor level workers. The company has 2 different cafeterias at different places one near the plant for workers and others near the Administration building. Though the place is different the amenities, infrastructure and the food provided are of the same quality. In short, the company stands by the rule of Employee Equality.

The company has one registered trade union. The relationship between the union and the management is very cordial. The company has not lost a single man day due to strike. The company is not a paymaster in that industry. The compensation policy of that company, when compared to other similar companies, is very less still the employees don't have many grievances due to the other benefits provided by the company. But the company is facing a countable number of problems in supplying the materials in the recent past days. Problems like quality issues, mismatch in packing materials (placing material A in the box of material B) incorrect labeling of material, not dispatching the material on time, etc.

The management views the case as there are loopholes in the system of various departments and hand over the responsibility to the HR department to solve the issue. When the HR manager goes through the issues he realized that the issues are not relating to the system but it relates to the employees. When investigated he come to know that the reason behind the casual approach by employees in work is

- The company hired new employees for a higher-level post without considering the potential internal candidates.
- The newly hired employees are placed with higher packages than that of existing employees in the same cadre.

#### **Questions:**

1. Narrate the case with a suitable title for the case. Justify your title.
2. Help the organization to come out from this critical issue. If you are in the role of HR manager what will be your immediate step to solve this case.

### **Q. 5. Answer the following:**

**(10)**

- a) Define Leadership. Explain the various leadership styles in detail.

**OR**

- b) Define motivation. Explain Abraham Maslow's Motivational Theory in detail.