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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: DECEMBER-2023
SEMESTER - I
Sub: Organisational Behaviour (MBA105)

Date: 18/12/2023

Total marks: 60

Time: Time: 2.00pm to 4.30pm

SECTION – I

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

1. What is the primary function of Human Resource Management (HRM)?
 - a) Marketing
 - b) Finance
 - c) Production
 - d) Managing People
2. Which of the following is NOT a core function of HRM?
 - a) Recruitment & Selection
 - b) Performance Management
 - c) Marketing Strategy
 - d) Training & Development
3. What is the term for the process of helping employees develop their personal and organizational skills, knowledge, and abilities?
 - a) Training & Development
 - b) Motivation
 - c) Recruitment
 - d) Compensation
4. According to Maslow's Hierarchy of Needs, which level represents the most basic needs such as food, water, and shelter?
 - a) Esteem Needs
 - b) Physiological Needs
 - c) Safety Needs
 - d) Social Needs
5. What is the highest level in Maslow's Hierarchy of Needs, representing the desire for personal growth and fulfillment of one's potential?
 - a) Esteem Needs
 - b) Physiological Needs
 - c) Safety Needs
 - d) Self Actualization

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

1. Differentiate between leader and Manager.
2. What are the various stages of Group development?
3. What are the various factors influencing Personality?
4. Define motivation. Explain Abraham Maslow's Motivational Theory in detail.

Q. 3. Write notes on. (Any Two) (10)

1. Factors affecting Perception
2. Qualities of a Leader
3. Nature and Characteristics of Organisational Behaviour

SECTION – II

Q. 4. Case Study

(15)

Rohit Narang joined Apex Computers (Apex) in November after a successful stint at Zen Computers (Zen), where he had worked as an assistant programmer. Rohit felt that Apex offered better career prospects, as it was growing much faster than Zen, which was a relatively small company. Rohit joined as a Senior Programmer at Apex, with a handsome pay hike. He joined Aparna Mehta's five-member team. While she was efficient at what she did and extremely intelligent, she had neither the time nor the inclination to groom her subordinates. Time and again, Rohit found himself thinking of Suresh, his old boss, and of how he had been such a positive influence. Aparna, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels.

Questions:

1. What, according to you, were the reasons for Rohit's disappointment? Answer the question using Maslow's Hierarchy of Needs.
2. What should Rohit do to resolve his situation?
3. What can a team leader do to ensure high levels of motivation among his/her team members?

Solve the above case using the below mentioned steps.

- Facts of the case (2 Marks)
- SWOT Analysis (3 Marks)
- Assumptions (2 Marks)
- Question Answers (6 Marks)
- Title the case (2 Marks)

Q. 5. Answer the following:

(10)

- a) Define Groups. What are the various types of groups?

OR

- b) Define Perception in your own words. Explain perception process in detail.