

 <p><b>ADAMAS UNIVERSITY</b> PURSUE EXCELLENCE</p>	<p align="center"><b>ADAMAS UNIVERSITY</b>  <b>END (EVEN) SEMESTER EXAMINATION : MAY 2021</b>          (Academic Session: 2020 – 21)</p>		
<b>Name of the Program:</b> (Example: B. Sc./BBA/MA/B.Tech.)	<b>BCA/MCA</b>	<b>Semester:</b> (I/III/ V/ VII/IX)	<b>VI</b>
<b>Paper Title :</b>	<b>Basics of Organizational Behaviours</b>	<b>Paper Code:</b>	<b>HPS44101</b>
<b>Maximum Marks :</b>	<b>40</b>	<b>Time duration:</b>	<b>3 Hrs</b>
<b>Total No of questions:</b>	<b>15</b>	<b>Total No of Pages:</b>	<b>03</b>
<i>(Any other information for the student may be mentioned here)</i>	Answer in your own words as far as practicable based on conceptual understanding		

**Section A - Answer any 5 out of 7 [2 Marks x 5 Nos. = 10 Marks]**

- Ques. 1: What do you understand by the term ‘Organizational Behaviour’?
- Ques. 2: Comment on the relation between employee behaviour and organizational effectiveness.
- Ques. 3: How does interpersonal relationship influence team performance?
- Ques. 4: What is Self-actualization? Give example.
- Ques. 5: What is the difference between Group and Team?
- Ques. 6: Is there any link between Perception and Attitude? Comment.
- Ques. 7: ‘Perception is strongly influenced by the perceiver, the perceived and the situation.’ Elaborate.

**Section B – Answer any 4 out of 6 [5 Marks x 4 Nos. = 20 Marks]**

- Ques. 8: Discuss how the subjects of Psychology, Social Psychology and Sociology contribute to the study of Organizational Behaviour.
- Ques. 9: Why do people resist Change? Share an experience of yours to elucidate.
- Ques. 10: Are you aware of Organizational Development Initiatives? If yes, please describe in your own words.
- Ques. 11: How is interpersonal relationship important in the workplace?
- Ques. 12: Discuss the problems that may arise in the various phases of Group Development.
- Ques. 13: Discuss the major factors that influence individual behavior in general.

### Section C – Answer any one [10 Marks]

#### Ques. 14: **More Than a Paycheck**

Lakhan Gokhale was a trainer for a large builder of homes. Gokhale had been hired fresh from graduate school with a master's degree in English. At first, the company put him to write and revise company brochures and help in important correspondence at the senior level. Soon senior management officials noticed how well Gokhale worked with executives on their writing, and also made them feel more confident about it. The company moved Gokhale into its prestigious training department. The company's trainers worked with thousands of supervisors, managers, and executives, helping them learn everything from new computer languages to time management skills to how to get the most out of the workers on the plant floor, many of whom were unmotivated high school dropouts. Soon Gokhale was spending all his time giving short seminars on executive writing as well as coaching his students to perfect their memos and letters.

Gokhale's supervisor, Mira Aiyer knew that Gokhale was getting more money than many executives who had been with the company three times as long. Yet in her biweekly meetings with him, she could tell that he wasn't happy. When Aiyer asked him about it, Gokhale replied that he was in a bit of a rut. He had to keep saying the same things over and over in his seminars, and business memos weren't as interesting as the literature he had been trained on. But then, after trailing off for a moment, he blurted out, "They don't need me!" Since the memos filtering down through the company were now flawlessly polished, and the annual report was 20 percent shorter but said everything it needed to, Gokhale's desire to be needed was not fulfilled.

The next week, Gokhale came to Aiyer with a proposal: What if he started holding classes for some of the floor workers, many of whom had no future within or outside the company because many could write nothing but their own names? Aiyer took the idea to her superiors. They told her that they wouldn't oppose it, but Gokhale couldn't possibly keep drawing such a high salary if he worked with people whose contribution to the company was compensated at minimum wage. Gokhale agreed to a reduced salary and began offering English classes on the factory floor. At first only two or three workers showed up. Gokhale believed that they only wanted an excuse to get away from work. But gradually word got around that Gokhale was serious about what he was doing and didn't treat the workers like kids in a remedial class.

At the end of the year, Gokhale got a bonus from the vice president in charge of production. Although Gokhale's course took workers off the job for a couple of hours a week, productivity had actually improved since his course began, employee turnover had dropped, and for the first time in over a year, some of the floor workers had begun to apply for supervisory positions. Gokhale was pleased with the bonus, but when Aiyer saw him grinning as he walked around the building, she knew he wasn't thinking about his bank account.

**Case Questions:** [5+5=10 Marks]

- A) What need theories would explain why Lakhan Gokhale was unhappy despite his high income?
- B) What do you think might have led to improvement in productivity and fall in employee turnover after Gokhale started offering English classes to the floor workers?

Ques. 15: Critically examine any two aspects of individual behavior with reference to your experience with self.

\*\*\*\*\**All The Best*\*\*\*\*\*