

Nirma University
Institute of Technology
Semester End Examination (IR), May - 2019
B. Tech. in CH/IC/CE/IT, Semester-VI
SS701 Organizational Behaviour

Roll /
Exam No.

Supervisor's
initials with date

Time: 3 Hours

Max. Marks: 100

- Instructions:
1. Attempt all questions.
 2. Figures to right indicate full marks.
 3. Use section-wise separate answer book.
 4. Draw neat sketches wherever necessary.

SECTION-I

- Q.1 Write short notes on : [20]
CO3, L2
- Self-Monitoring
 - Nature of OB
 - Group decision making
 - Values

- Q.2 Analyse the categories of needs as described by the Maslow. How do [15]
CO4, L4 these categories govern motivation? Explain using relevant examples.

OR

Compare and contrast the Trait and Behavioural Theories of Leadership.

- Q.3 Justify why is change necessary in business organizations? Elaborate [15]
CO1, L5 on the process of Organizational Change and substantiate with suitable examples

SECTION-II

- Q.4 Explain the classical conditioning theory of learning using suitable [20]
CO2, L3 examples. Give applications of this theory in our day to day lives

- Q.5 Analyse the various determinants of personality. [10]
CO1, L4

OR

Differentiate between a strong and weak organisational culture.

Q.6
CO2,3
L5

Read the following case and answer the questions given below [20]

The workshop of a small urea factory functions in two shifts- 'A' and 'B'. Mr. Ramu, a mechanical engineer has recently been promoted as manager of Shift 'A'. He has trained his workers in the theoretical aspects of the job, resulting in abandoning of rule of thumb practices and increase in productivity. Mr. Ramu has become popular among workers.

The increase in efficiency has resulted in extra work being given to Shift 'A'. While workers don't like it, Ramu considers it as recognition of the efficiency of the shift. Some workers have also asked for transfer to the other shift.

But the workers working in shift 'A' perceived that the increased efficiency is due to their loyalty and commitment and Mr. Ramu has been stealing the credit. They decided to teach a lesson to Mr. Ramu.

One morning, shift supervisor informed Mr. Ramu that all his workers desire to attend the funeral of the father of a colleague and the management should provide conveyance for this purpose as has been the past practice in such cases. Mr. Ramu not only refused to provide conveyance but also objected to all his workers abstaining from work. The workers did not give in and Mr. Ramu arranged gate passes for all those who wanted to go to the funeral.

Next day Mr. Ramu came to know that 75% of the workers had gone to a movie instead of the funeral. He issued memos to some of them. The workers were angered by this and approached the union for intervention. The news of the event caused protest in almost all sections in the factory.

- A. Suggest measures to avoid this situation by correcting the perception of employees.
- B. Evaluate why do workers and Mr. Ramu have different perceptions of the performance of shift 'A'?