

Name:  
Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, December 2019**

**Course: Organisational Behaviour**  
**Program: BBA-LM**  
**Course code: HRES2001**

**Semester: III**  
**Time: 03 Hours**  
**Max. Marks: 100**

**Instructions:** Section 'A' is for 20 marks. In section 'A', attempt all statements in question 1 as instructed, each statement carries 2 mark. Section 'B' is for 20 marks. In section 'B', attempt all (four) questions each question carries 5 marks. Section 'C' is for 30 marks. In section 'C', attempt all (three) questions each question carries 10 marks. Section 'D' is for 30 marks. In section 'D', attempt all questions each question carries 15 marks.

**SECTION A**

**( 20 Marks)**

- Q1
1. Initiative means \_\_\_\_\_ to do something:  
a) Cooperative    b) eagerness    c) motivation    d) none of the above.
  2. Extroversion, Agreeableness, Conscientiousness are the traits of:  
a) Psychology    b) Attitude    c) Sociology    d) Personality
  3. Which of the following is best defined as a consciously coordinated social unit, composed of two or more people, which functions on a relatively basis to achieve a common goal or set of goals.  
a) Unit    b) Team    c) Community    d) Organization.
  4. There are \_\_\_ determinants of personality.  
a)2    b) 4    c)3    d) 5
  5. MBTI stands for:  
a) Myer's bridge trait indicator    b) Mair bridge type indicator  
c) Myers-Briggs type indicator    d) Myers- Briggs trait indicator.
  6. It refers to the confrontation between two ideas, goals and parties that decreases employees and organizational performance .It results in the diversion of energy:  
a) Stress    b) Conflict    c) Dysfunctional Conflict    d) Functional conflict
  7. When members of a group or organization differ from each other in terms of age, gender, education & efficiency etc, it is known as:  
a) Culture    b) Diversity    c) Demographics    d) Globalisation
  8. Who proposed Operant theory of learning?  
a) John B. Watson    b) BF Skinner    c) Ivan Pavlow    d) Sigmuaad Frued
  9. Which of the following occurs when perception are formed on the basis of a single good/ bad quality on an individual?

**CO1**  
**20**

	<p>a) Stereotyping b) Attribution c) Halo Effect d) None of them</p> <p>10. _____ is the extent to which the same person behaves in the same way at different times.</p> <p>a) Consensus b) Distinctiveness c) Consistency d) attribution</p>			
<b>SECTION B</b>		<b>( 20 Marks)</b>		
Q2	<p>Define OB.</p> <p>Enlist various approaches to OB.</p>	<b>CO2 5</b>		
Q3	Enlist group development stages.	<b>CO2 5</b>		
Q4	Enlist stages in Kurt Lewin's Change Management Process.	<b>CO2 5</b>		
Q5	<p>Two sticks were presented to a monkey in the cage. Both sticks were too short to reach a banana lying outside the cage. This produced an experience or insight in monkey. What monkey did without any prior exposure is he joined both sticks together and pulled the banana inside the cage.</p> <p>i) Monkey applied which theory of learning out of the following theory: (a) Cognitive (b) Operant Conditioning (c) Social Learning (d) Classical Conditioning</p> <p>ii) Justify your answer.</p>	<b>CO2 5</b>		
<b>SECTION-C</b>		<b>( 30 Marks)</b>		
Q6	<p>Define transactional and transformational leadership. Identify the leadership style in the below example.</p> <p><b>Example:</b> "When Sam Pitroda made a call to his wife in India from a five-star hotel in Chicago, the connectivity was very poor. He decided to fix it, and India's telecom destiny changed forever. He aspired to meet with late Indira Gandhi, then Indian Prime Minister, but turned down a 10-minute appointment given to him. Instead he sought an hour, saying that he could not do much in 10 minutes. 89 months later, he got the appointment. He flew in from Chicago and gave her a presentation, and in due course, this led to the formation of the Centre for Development of Telematics in 1984. Later as advisor to Rajiv Gandhi, Sam Pitroda headed six technology missions on telecom, water, literacy, immunization, dairy and oil seeds. Sam was founder and the first chairman of Telecom Commission. Sam holds around 100 key technology patents. Sam was also responsible for India's Telecommunications revolution and has been WorldTel Chairman" (Example source: <a href="http://www.engineering.careers360.com/indias-most-prominent-engineers">http://www.engineering.careers360.com/indias-most-prominent-engineers</a>)</p>	<b>CO3 10</b>		
Q7	Conflict at Optimum level are functional and constructive. Comment.	<b>CO3 10</b>		
Q8	<p>For each of the description provided below, match the corresponding process/ theory/ function:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">A. The process of receiving, selecting, organizing,</td> <td style="width: 40%;">Motivation</td> </tr> </table>	A. The process of receiving, selecting, organizing,	Motivation	<b>CO3 10</b>
A. The process of receiving, selecting, organizing,	Motivation			

	Interpreting, checking and reacting to sensory stimuli or data.		
	B. The process of stimulating people to action, to accomplish desired goals	Leadership	
	C. The shared values, principles, traditions, and ways of doing things that influence the way organisational members act.	Ivan Pavlov	
	D. The process whereby one individual influences other group members toward the attainment of defined group or organizational goals.	Organisational Culture	
	E. Classical Conditioning is a simple form of learning in which a conditioned response is linked with an unconditioned stimulus (action).	Perception	

**SECTION-D**

**( 30 Marks)**

Q9	<p>Case: 8 Jungle Cruise skippers fired for “veering from the company’s official script and telling their own jokes to park guests.” Official Disney statement: “We entertain our guests with quality family entertainment and put on performances every day. Our goal is to deliver a consistent quality show daily.”</p> <p>Case: A week ago the Disney Co. ordered John Magness, a 65-year-old Navy veteran, to shave off the moustache he has worn for more than 40 years to comply with company grooming rules or be fired from his job as first officer of the Queen Mary, now a Disney tourist attraction in Long Beach, California. He did not shave. He was fired.</p> <p>Q: What do you think is the reason for company’s action in above cases? Justify.</p>	<p><b>(7.5+7.5)</b> <b>CO4</b> <b>15</b></p>
Q10	<p>Employee shared statement about his organization, “One of our secrets to customer service is the 10-foot rule, handed down to us by our founder, Sam Walton. During his many store visits, he encouraged associates to take a pledge with him: "I want you to promise that whenever you come within 10 feet of a customer, you will look him in the eye, greet him, and ask him if you can help him." This pledge is what we call our "10-foot attitude," and it was something Sam had practiced since childhood.”</p> <p>The 10 feet rule practiced by Sam and now followed by its employees can be called as the .....of Walmart. Justify your answer.</p>	<p><b>CO4</b> <b>15</b></p>

