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**B. TECH.**

SIXTH SEMESTER EXAMINATION, 2003-2004

**ORGANISATIONAL BEHAVIOUR**

Time : 2 Hours

Total Marks : 50

Note : Attempt All questions.

1. Attempt any FOUR of the following :— (4×4=16)

- (a) What do you understand by Organisational Behaviour ? State its key elements.
- (b) Write short notes on :
  - (i) Modern Forms of Organisation
  - (ii) Virtual Organisation
- (c) Explain the importance of attitude and motives in an organisation.
- (d) Explain the various structures of organisation in Indian context.
- (e) Define Perception. What are the factors which influence perception ?
- (f) What is Personality ? What are the personality traits ?

2. Attempt any FOUR of the following :— (4×4=16)

- (a) Discuss various types of 'groups'. What are the various stages of group-development ?
- (b) Discuss the concept of transaction analysis. How does it help in analysing human behaviour ?

Define Leadership. Why is leadership important ?

- (d) What is Transactional Analysis ? Explain with the help of suitable examples.
- (e) What is Team Conflict ? Examine the causes and effects of conflict.
- (f) Write a note on Interpersonal Communication.
3. Attempt any TWO of the following :— (6×2=12)
- (a) What do you mean by the term, "organisational structure" ?
- (b) Explain Organisational Politics and its effects.
- (c) What do you mean by "Barriers to communication" ? How can these barriers be removed ?
4. Read the following case carefully and answer any two of the questions given at the end of the case :— (3×2=6)

James Emery is the father of four children. He was raised in a hardworking immigrant family. His needs for achievement and power were developed while he was growing up. Now he finds himself in a low-paying, dead-end assembly line job with a large manufacturing firm. It is all he can do to get through the day, so he has started daydreaming on the job. On payday he often goes to the tavern across the street and generally spends a lot of money. The next day he is not only hung over but also very depressed because he

knows that his wife cannot make ends meet and his children often go without the essentials.

Now he cannot take it any longer. At first he thought of going to his boss for some help and advice, but he really does not understand himself well enough, and he certainly does not know or trust his boss enough to discuss his problems openly with him. Instead, he went to his union steward and told him about his financial problems and how much he hated his job. The steward told James exactly what he wanted to hear.

“This darn company is the source of all your problems. The working conditions are not suited for a slave, let alone us. The pay also stinks. We are all going to have to stick together when our present contract runs out and get what we deserve — better working conditions and more money.”

- (a) Explain James’s behaviour in terms of the frustration model.
- (b) Cite a specific example of role conflict in this case.
- (c) What type of conflict resolution strategy is the union steward suggesting ? Do you think the real problems facing James are working conditions and pay ? Why or why not ?
- (d) What, if anything, can be done to help the James Emerys of the world ? Keep your answer in terms of Human Resources Management.



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