PG Even Semester Examination, May 2025

BUSINESS ADMINISTRATION

(2nd Semester)

Course No.: DSC-558/CP-208

(Organisational Behaviour)

Full Marks: 70

Pass Marks: 28

Time: 3 hours

The figures in the right margin indicate full marks for the question.

1. Define Learning. Compare and construct between classical conditioning and operant conditioning theory of learning. 3+11=14

Or

2. Case

Krishnamurthy, plant manager of frame manufacturing company, is the chairperson of the ad-hoc committee for space utilization. The committee is made up of various departmental heads of the company. The general manager of the company has given Murthy the responsibility for seeing whether the various office, operations and warehouse facilities of the company are being optimally utilized. The company is beset by rising costs and the need for more space. However, before approving an expensive addition to the plant, the general manager wants to be sure that the currently available space is being utilized properly.

Therefore, in the meeting of the committee, Murthy asked the members if they had any initial observations to make. At first the office manager told, "Well, I know we are using every possible inch of room that we have available to us. But when I walk out into the plant I see lot of open spacs. We have people piled on top of one another, but out in the plant there seems to be plenty of room". The production manager quickly replied, "We do not have a lot of space. Your office have the luxury facilities. My supervisors don't even have room for a file cabinet. I have repeatedly told the plant manager we need more space. After all, our operation determines whether this plant succeeds or fails, not like you people in the front office pushing papers around." Murthy interrupted at the point and said, "Obviously we have different interpretations of the space utilization around here. Before further discussion I think it would be best if we have some objective facts to work with. I am going to ask the industrial engineer to provide us with some statistics on plant and office layouts before out next meeting. Today's meeting is adjourned."

Questions :

(i) What type of perceptual issues are evident in this case. 4

(ii) What concept was brought out when the production manager labelled the office personnels a bunch of "paper pushers"? 3

(iii) Highlight how perception influences different processes of organisation. 7

3. Discuss the components of a Life Script. Explain the concept of a stroke and discuss the various types of stokes in Transactional Analysis with examples. 5+2+7=14

4. Explainj Maslaw's Need Hierarchy Theory of Motivation. Outline the assumption of the theory. Highlight the advantages and disadvantages of the theory. 5+3+3+3=14

Or

5. Define Leadership. Distinguish between Transformational and Transactional Leadership. Discuss the components of Transformational Leadership and outline the traits of Transformational Leaders with examples. 2+4+4+4=14

6. (i) Outline the features of informal group and discuss the various types of informal groups. 3+4=7

   (ii) Elaborate the various parameters of building a successful 'Team'. 7

7. What are the key factors you should consider for an effective decision making? Explain the various steps in the Decision-making process. Discuss the concept of routine decisions and policy decisions. 4+6+2+2=14

Or

8. Discuss the concept of Organisational Citizenship Behaviour (OCB). Elaborate on the various dimensions of OCB. Evaluate on the importance of understanding cross cultural behaviour in bringing organisational efficiency. 3+5+6=14

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