
SVKM's NMIMS
NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: DBM/PGDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DITM/PGDITM/
DSCM/PGDSCM/DBFM/PGDBFM/DRM/PGDRM

Examination: April 2018
Subject: Organisational Behaviour

Semester: I
Course : New
Marks : 70
Time: 11.00 a.m. to 2.00 p.m.

Date: 14.4.2018

Instructions:

1. Answer to each new question to be started on a fresh page.
 2. Figures in bracket indicate full marks.
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Q. 1) Attempt any 2 out of 4.

(Marks: 2X5=10)

- a) What do you understand by 'values' in context of individual's behaviour?
- b) What are Functional and Dysfunctional Conflicts?
- c) What are the factors Influencing Job Satisfaction?
- d) What is Operant Conditioning theory of learning?

Q. 2) Write short notes on any 2 out of 5.

(Marks: 2X5=10)

- a) Six traits on which leaders differ from non-leaders
- b) Advantages and disadvantages of teams at workplace
- c) Scientific Management practices by F.W. Taylor
- d) Transaction Analysis
- e) Three components of attitude

Q. 3) Attempt any 3 out of 5.

(Marks: 3X10=30)

- a) Impression management is the name of the game today. It is a process by which people attempt to control the impressions other form of them. You can use impression management to effectively manoeuvre the situation. Discuss some commonly practiced Impression Management Techniques.
- b) Conflict resolution is a major organizational responsibility. How can we resolve inter-group conflicts?

- c) The two common problems that creep into social perception are halo effect and stereotyping. Discuss this in view of common perception related issues in an organization.
- d) How is a manager different from a leader?
- e) Locus of control, Machiavellianism and self-esteem are significant personality traits. How can these be used as powerful predictors of behavior in organizations?

Q. 4) Attempt both the questions.

(Marks: 2X10=20)

- a) Ashwin is the Manager at a medium size business consultancy service organization in Mumbai. While he understands that today employees need to be motivated through hosts of innovative motivators, as compared to skilled-workers of the past decades, he is facing a big challenge to keep employees motivated with truly stimulating work ambience. His employees are highly qualified, have lucrative remuneration and derive satisfaction from their jobs. Suggest for Ashwin some recent employee-oriented approaches in motivating employees.
- b) Ability is an individual's capacity to perform different tasks in a job. It is the assessment of one's present capacity in terms of what one can do. The two types of the abilities of a person are the intellectual and the physical abilities. Explain about the seven most important dimensions, which constitute intellectual ability.
