

**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: June 2017  
Subject: Organisational Behaviour

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

Date: 10.06.2017

**Instructions:**

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicate full marks.

**Q. 1) Write short notes on any 2 out of 4.**

(Marks: 2X5=10)

- a) Tools for Measuring Job Satisfaction
- b) Types of Motives
- c) Ability – Job fit
- d) Teams versus Groups

**Q. 2) Attempt any 2 out of 5.**

(Marks: 2X5=10)

- a) Discuss the factors influencing perception.
- b) What are the Biological Contributions that determine Personality?
- c) Comment on the impact of globalization on organization behavior.
- d) What is 'achievement' motive? Draw a profile with key characteristics of a high achiever in an organization.
- e) What do you understand by 'Leadership style'? What factors would you consider while selecting an appropriate leadership style?

**Q. 3) Attempt any 3 out of 5.**

(Marks: 3X10=30)

- a) Employees' attitudes can be definitely changed, and at times it is in the best interests of management to try and do it. It requires to identify barriers to attitude change and then overcome them. What are these barriers, and how can these be overcome?
- b) Explain the five categories of sources of power to understand as to where people get their power from?
- c) Suggest a few Do's and Don'ts to be observed while administering punishment to an employee.

- d) All conflicts are not bad. Analyze this statement in light of functional and dysfunctional natures of conflicts.
- e) Confusion surrounds the terms 'positive reinforcement' and 'negative reinforcement'. Even there is confusion regarding 'negative reinforcement' and 'punishment'. Make this clear with your explanation and suitable examples.

**Q. 4) Attempt both the questions.**

**(Marks: 2X10=20)**

- a) With profile of today's employees advancing from simple skills to high-professional knowledge, the organizations are finding it more and more challenging to motivate them with traditional motivators like salary, perquisites, incentives, etc. Discuss in detail a few contemporary innovative motivators, including 'empowerment' as one at the top of such agenda.
  
- b) Impression management by an individual in an organization has implications in performance management. The impression management strategies help to build impressions and perceptions. Employees can use two basic categories of strategies to manage impressions: i.e. demotion-preventive strategies and Promotion-enhancing strategies. Give details of few strategies that the employees generally adopt for the purpose.

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