

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

June 2013 Examination
Subject: Organisational Behaviour

Semester: I
Course: New
Marks 70

Date: 16.06.2013

Time: 11.00 a.m. to 2.00 p.m.

Instructions: 1 Answers to new questions to be started on a fresh page.
2- Answer numbers should be clearly written.

Q.1 Attempt the following questions in brief-Any 2 (10 marks)

- a. Behaviourist Approach
- b. Job satisfaction
- c Any two personality traits impacting OB.
- d. Emotional Intelligence

Q.2 Write Short Notes on -Any 2 (10 marks)

- a. Empowerment
- b. Classical Conditioning
- c. Functional conflict
- d. Espirit de corps (team spirit)

Q.3 Answer any 3 of the following .(30 marks)

- a. How does Globalisation impact employer-employee equation in today's business world? Elaborate the managerial challenges.
- b. "Differences do not mean deficiencies." Discuss this statement with reference to biographical attributes like age, gender, marital status etc.

c. Define Personality. What are the determinants of personality?

d. Maslow's hierarchy is a classical example of need theory of employees. Discuss with a suitable diagram and an explanation.

e. What political tactics do people play in order to exercise one's power at workplace?

Q.4 Case Study: (20 marks)

Mrs. Rashmi Joshi holds M.A. in Economics from Mumbai University. She also has post-graduate diploma in Human Resource management from Tata institute of social science. However as the opportunities available, She made her career in the field of marketing. Her immediate senior has another ten years to retire. Rashmi feels frustrated because she feels stagnated in her career.

Rashmi is a pleasant person. She has maintained excellent relations with colleagues, subordinates & parties dealing with the company. She is a no-nonsense woman. She doesn't take no for an answer. She is honest and straightforward. Overall her employers are happy with her.

In one of her casual talks with her director Mr. Nitin Desai, she pours her heart out as how this stagnation in life is creating frustration and tension. Desai remains non committal. After a month he calls Rashmi & says that in HRD Department all senior executives are retiring by the year end. If she desires to changeover to HRD, she can be considered for the post of HRD president. Although she has learnt HRD she has never practiced it. Her first preference has always been marketing. Rashmi asked the director to allow her two days & she will return with her reply.

Questions-

a- Would you say Rashmi has the qualities of being a good leader? (5)

b- Why is Rashmi suffering from low job satisfaction? (5)

c- Would u advise Rashmi to change over to HRD? (5)

d- Comment on job enrichment as an important strategy to enhance job satisfaction. (5)