

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA - SEMESTER– I EXAMINATION – WINTER 2019****Subject Code: 3519204****Date: 31-12-2019****Subject Name: Organizational Behavior****Time: 10:30 AM TO 1.30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** Define the following terms. **14**
- (a) Citizenship behavior
 - (b) Narcissism
 - (c) Perception
 - (d) Job Enrichment
 - (e) Social Loafing
 - (f) Socialization
 - (g) Organizational Culture
- Q.2** (a) What is Organizational Behavior? Describe Challenges and opportunities for OB. **07**
- (b) Discuss Big Five Model of Personality in Detail. **07**
- OR**
- (b) Identify the various shortcuts that individuals use in making judgments for others and how these shortcuts are applicable in organization? **07**
- Q.3** (a) Explain the Group development process with each stage in details. **07**
- (b) How Maslow's need hierarchy theory, Herzberg Two-Factor Theory, ERG theory and Achievement motivation theory are related to each other? **07**
- OR**
- Q.3** (a) Describe the forces that act as sources of resistance to organizational change. **07**
- (b) "Conflict is inevitable in organizations" – Justify this statement in line with the Traditional and the Modern view of Conflict. **07**
- Q.4** (a) Discuss the Negotiation process in detail with example. **07**
- (b) "Leaders are made not born" – Justify **07**
- OR**
- Q.4** (a) Define Stress. Discuss the major sources of Organizational Stress. **07**
- (b) "Strong organizational culture provides stability to an organization" - Justify. **07**

Q.5

Mr. Sanjay Sharma, Mayor of the city, is nearing completion of his first term in office. He feels his record has been pretty good, except for the controversial issue of housing. He has been able to avoid doing anything about housing so far and feels very strongly that this issue must not come to a head before the next election. The voters are too evenly divided on the issue, and he would lose a substantial number of votes no matter what stand he took. Yet with pressure increasing from both sides, he has to do something. After much distress and uncertainty, he has finally come upon what he thinks is an ideal solution to his dilemma. He has appointed a committee to study the problem and make some recommendations. To make sure that the committee's work will not be completed before the election comes up, it was important to pick the right people. Specifically, Sanjay has selected his "blue-ribbon" committee from a wide cross section of the community so that, in Sanjay's words, "all concerned parties will be represented." He has made the committee very large, and the members range from PhDs in urban planning to real estate agents to local ward committee persons to minority group leaders. He has taken particular care in selecting people who have widely divergent, outspoken public views on the housing issue.

(a) Do you think Sanjay's strategy of using this group to delay taking a stand on the housing issue until after the election will work? Why or why not? **07**

(b) What are some of the important dynamics of this group? **07**

OR

(a) Do you think the group will suffer from groupthink? **07**

(b) Do you think the group will arrive at a good solution to the housing problems facing this city? **07**
