



Institute of Management
JK Lakshmipat University, Jaipur
END TERM EXAMINATION, NOVEMBER 2017
SPECIAL IMPROVEMENT

MBA Sem- I
MM: 50 Marks

Course: Organizational Behavior
Time: 3 Hours
Subject code: MBA 104

Instructions:

1. Attempt any three questions from Section A.
2. Section B is compulsory.

Section A

- Q1. While there are similarities between Maslow's need hierarchy and Herzberg's two factor theory, there is also an important difference. Maslow believes that the first three factors are motivators, whereas Herzberg believes they are hygiene factors. Which view do you agree to and why? (10)
- Q2. Define personality? Explain in brief the determinants of personality. (10)
- Q3. Discuss the five stage model of group development. Do you believe the high cohesiveness in group increases its productivity? Substantiate with an example. (10)
- Q4. What is conflict? As a manager, would you like to promote conflict? Give reasons. (10)
- Q5. Which theories or approaches to leadership are most appropriate in the society that you live in? Why? (10)

Section B

- Q6. In a factory, the male chief executive officer feels that women have an equal opportunity for advancement into top management, but the female assistant personnel manager feels there is no way she can break into top management's good old boy network. In another factory, the head engineer who tours the factory floor once a week in an electric cart feels this is a pleasant place to work, but a punch press operator thinks this place ranks right next to the State prison. (8)
- i) Point out the reason for difference in perception in the first case?
 - ii) Why does the engineer feel _a pleasant place to work 'whereas the operator regards it next to prison'? Explain the reason. (5)
 - iii) How do you visualize a relationship between sensory data and perception? (7)