

ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2000 and after)

Time : Three hours

Maximum : 100 marks

PART A — (3 × 20 = 60 marks)

Answer any THREE questions.

All questions carry equal marks.

1. "Behaviour is generally predictable, so there is no need to formally study OB". Do you agree? Discuss.
2. Examine the implications of Maslow's theory of motivation on production.
3. Discuss fielder's contingency leadership theory.
4. What are the homogeneity and heterogeneity of Indian cultures? How do they affect organizational functioning?
5. Critically evaluate the various intervention of OD.

Compulsory

6. Communication skills - criticism.

A supervisor was annoyed with one of his workers. He went to the shop floor and gave a bit of his mind to the worker and returned. The worker felt hurt and made a complaint to the manager. The manager called the supervisor and advised him 'criticism should always be offered in private while praise in public'. The supervisor did not agree with his view and argued that if criticism is offered in private, only the worker will know about it and since others will not know about it and since others will not know, they may think that the mis-deed has gone unpunished. Therefore unless admonition is given in public, it will not have a moral effect on others, which is the maximum of discipline and punishment in an industry. The manager said that a criticism, if offered in public would demoralize the employee and demote him. Also, a controversy may arise about the quantum of admonition given to the worker and a comparison may be made between other persons.

With whom do you agree and why?

