

initial observations to make. The first to speak was the office manager. He stated "well I know we are using every possible inch of room that we have available to us. But when I walk out into the plant I see lot of open spaces. We have people piled on top of one Another, but out in the plant there seems to be plenty of room? the production manager quickly replied, "We do not have a lot of space. You office people have the luxury facilities. My supervisors don't even have room for descend a file cabinet. I have repeatedly told the plant manager we need more space. After all, our operation determines whether this plant succeeds or fails, not like you people in The front office pushing paper around.' MURTHY interrupted at this point and said, "Obviously we have different interpretations of the space utilization around here. Before Further discussion I think it would be best if we have some objective facts to work with. I am going to ask the industrial engineer to provide us with some statistics on plant and office layouts before our next meeting. Today's meeting is adjourned.

Questions :

- (a) What Perceptual Principles are evident in this case?
- (b) If you were in Murthy's position, how would you have handled the situation?

MBCP 1006

M.B.A. DEGREE EXAMINATION, DECEMBER 2025.

First Semester

Common Paper

ORGANISATIONAL BEHAVIOUR

(2023 – 24 Regulations)

Time : Three hours Maximum : 75 marks

PART A — (5 × 4 = 20 marks)

Answer any FIVE questions.

1. Discuss the basic concepts of Organizational behavior.
2. Describe the importance of Social Responsibility of Business.
3. What is Perception? Elaborate the various factors influencing Perception.
4. Illustrate the various determinants of Learning.
5. Distinguish between the terminal values and instrumental values.

6. Discuss the symbols of Power and Powerlessness.
7. Enumerate the determinants of Organization Climate.
8. What are the characteristics of Conscience? Discuss it briefly.

PART B — (5 × 8 = 40 marks)

Answer any FIVE questions.

9. Describe the theoretical framework of OB.
10. "Human behavior is generally caused and predictable" Elucidate.
11. Define the term perception. Explain various steps in perceptual process.
12. What are the methods of attitude measurement? How does attitude measurement help the management?
13. Examine the different styles to study the leader behavior, Is there any best style?
14. What is Organizational Politics? Why do Organizational Politics emerge? Discuss the measures to avoid Organizational Politics.

15. "Organization structure refers to the differentiation and integration of activities and authority, roles and relationship"-Elucidate.

16. What is Gender Sensitivity in Organizational behavior? Analyze the role of Gender Sensitization in Organization.

PART C — (1 × 15 = 15 marks)

Answer the following.

17. Case study : Compulsory.

Krishnamurthy, plant manager of frame manufacturing company, is the chairperson of the ad hoc committee for space utilization. The committee is made up of various departmental heads of the company. The general manager of the company has given MURTHY the responsibility for seeing whether the various office, operations and warehouse facilities of the company are being optimally utilized. The company is beset by rising costs and the need for more space. However, before Okaying an expensive addition to the plant, the general manager wants to be sure that the currently available space is being utilized properly. MURTHY opened up the first committee meeting by Reiterating the charge of the committee. Then MURTHY asked the members if they had any