



# ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION AUTONOMOUS

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## END SEMESTER EXAMINATION – APRIL 2025

### MANAGEMENT – I SEMESTER MBA

### 24MBA12 – ORGANISATIONAL BEHAVIOUR

**Time: 3 Hours**

**Max. Marks: 70**

**Instruction:** Answer should be written completely in English

#### SECTION - A

**Answer any FIVE questions. Each question carries FIVE marks.**

**(5x5=25)**

1. Are the basics of OB applicable to the business organization?
2. Explain briefly the principles of Learning.
3. Enumerate the need and importance of OB.
4. What is group dynamics? Why is it important for understanding organizational behaviour?
5. What are the causes of change in the organisation?
6. What are the types of culture in the organisation?
7. What are the effects of conflicts?

#### SECTION - B

**Answer any THREE questions. Each question carries TEN marks.**

**(3x10=30)**

8. Explain in detail the process of transactional analysis.
9. How does transition in leadership theories impact organisational efficiency?
10. What are the different ways to overcome the resistance to change?
11. Discuss the relationship between personality and work.

#### SECTION - C

**Compulsory question (Case study). The question carries FIFTEEN marks. (1x15=15)**

12. ABC Ltd. is known for its competitive work culture, where employees are pushed to meet aggressive targets. While this has led to high profits, employee morale is low, and turnover rates are increasing. A new HR director, Priya, wants to create a more positive organizational culture without compromising productivity.

#### Questions:

- a) What are the effects of an overly competitive culture on employee well-being and performance?
- b) How can Priya create and sustain a positive culture in the organization?
- c) What strategies can organizations use to balance performance expectations and employee satisfaction?

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