

**K.J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH**

**Masters in Marketing Management First Semester 2019-22**

**Organizational Behavior**

**Date : 23/11/2019**

**Time : 2 hrs.**

**Marks: 25**

Note: 1. Part A, B and C are compulsory subject to internal choice  
2. Part D is compulsory with no options

**Part A (5X1=05 MARKS)**

Explain any FIVE concepts in short.

1. Organizational Behavior
2. Extrinsic motivation
3. Organizational Citizenship Behavior
4. Unproductive work behaviors
5. Personality
6. Errors in perception
7. Leadership

**Part B (3x3=09 MARKS)**

Answer any THREE questions

1. Explain Self Determination theory of motivation
2. Write in detail about attribution theory
3. Elaborate in length Equity theory of Motivation
4. Write in short about trait theory of motivation
5. Explain Big Five Model of Personality

**Part C (3x2=06 marks)**

Answer any TWO in brief

1. What is Organizational Culture? How can it be created?
2. Explain Organizational Politics. What are the causes of it?
3. What is a Group? Enumerate the stages involved in group development.

#### **Part D (2.5x2=05 marks)**

“I almost wish Tushar weren’t a nice guy,” thought Vishal, supervisor of data analysis group for a large petroleum company. There was no doubt about it – Tushar, was a nice guy. He had fit into the unit from the time he had arrived as a new hire and had done well in training. In fact, the time he had arrived as a new hire and had done well in training was not liked by some. At that time, Vishal had thought that Tushar might have management potential. “That surely hasn’t worked out,” Vishal concluded sadly.

Unfortunately, Tushar wasn’t anywhere near to living up to his potential. He hadn’t been out of training long when he started running into problem with tardiness. When Vishal talked to him about it, Tushar was extremely apologetic and said that he was having car trouble but would have things straightened out soon. In fact, the tardiness improved, and things went along fine for a while. It wasn’t long, however, until Tushar’s work performance started downhill. Vishal discussed the problem with Tushar again. This time, Tushar seemed upset and told Vishal that he was having family problems and couldn’t keep his mind on his work.

Again, things improved for a while. Recently, Tushar started having attendance problems. This time, when Vishal questioned him, he said that his wife had left him and he was trying to raise his two young daughters alone. One of them had health problems, and Tushar had to stay home with her. Again, he “felt terrible” and promised to do better.

Most, recently the office rumour mill had it that Tushar had taken to starting his drinking on Friday evening and continuing through the weekend. Several of the female employees have told Vishal that they fear for the safety of Tushar’s young daughters during such times. Worse yet, Vishal has recently begun to wonder whether Tushar is taking uppers of some kind to get him through the week.

“If only Tushar weren’t such a nice guy” Pat thought again. “I really believe that his story is true but where does that leave me? I’ve got a unit to run and work to get out. I’m not sure I can count on Tushar.

#### **Case questions**

1. From a managerial perspective, what are the problems in the case?
2. What should Vishal do? What are his options?