

Mid Semester Test: August 2017

Organisational Behaviour

GUJARAT NATIONAL LAW UNIVERSITY GANDHINAGAR

Course: Organisational Behaviour
Semester-III (Batch: 2016-21)

Mid Semester Test: August- 2017

Date: 24th August, 2017

Duration: 2 hours

Max. Marks: 30

Instructions:

- Read the questions properly and write the answers in the given answer book.
- The respective marks for each question are indicated in-line.
- Do not write anything on the question paper.
- Indicate correct question numbers in front of the answers.
- No questions or clarifications can be sought during the exam period, answer as it is, giving reason, if any.

- | | Marks |
|--|--------------|
| Q.1 Explain in brief | (2x5
=10) |
| a) Type A & Type B Personality. | |
| b) Locus of control | |
| c) State the difference between negative reinforcement & punishment. | |
| d) Expressed v Wanted dimension | |
| e) Discuss job content & job context factors. | |
| Q.2 Explain Vroom's expectancy theory of motivation. | (04) |
| Q.3 Explain any three psychometric theories in detail. | (05) |

Or

What do you understand by Organisational Behaviour? Discuss various approaches in detail.

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| Q.4 Draw perceptual model & discuss perceptual selection process in detail. | (05) |
| Q.5 Read the following case and answer the questions given below: | (2x3
=06) |

Sam is a vice president of operations of a medium sized Pharmaceutical firm in Florida. He has a PhD in Bio-chemistry but has not been directly involved in research & new product development for past many years. "From the school of hard knocks" when it comes to managing operations, Sam runs a "tight ship". The company doesn't have a turnover problem. Higher management & Sam are aware of the fact that hourly people are putting in only their eight hours a day. They are not working anywhere near to their full potential. Sam is upset with the situation because, with the rising costs, the only way to prosper is to increase the productivity of its hourly people. Sam decided to discuss the issue with HR manager, Patrick. He asked him, "What is the problem with our people?"

full potential. Sam is upset with the situation because, with the rising costs, the only way to prosper is to increase the productivity of its hourly people. Sam decided to discuss the issue with HR manager, Patrick. He asked him, "What is the problem with our people? Your wage surveys show that we pay at par with our contemporaries still our conditions are tremendous and our fringes choke a horse. Yet these people still are not motivated. What in the world do they want?" Patrick replied, "I have told you and the president many a times that money, conditions, and benefits are not enough. Employees also need other things to motivate them. Also I have been conducting random confidential

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interviews with some of our hourly people, and they tell me that they are very discouraged because, no matter how hard they work, they get the same pay and opportunities for advancement as their coworkers who are just scraping by." Sam then replied, "okay, you are the motivation expert; what do we do about it? We have to increase their performance."

- a. Explain the 'motivation problems' in this organization in terms of the models of Maslow & Herzberg. What are the "other things" that the human resource manager is referring to in speaking of things besides money, conditions, and fringe benefits that are needed to motivate employees?
- b. Explain the motivation of the employees in this company in terms of one or more of the process models. On the basis of the responses during the confidential interviews, what would you guess are some of the expectancies, valences, and inequities of the employees in this company?
- c. How would you respond to Sam's last question and statement if you were the human resources manager in this company?
