

**AR13**

**Set-01**

**Code: 13MBA1011**

**ADITYA INSTITUTE OF TECHNOLOGY AND MANAGEMENT, TEKKALI  
(AUTONOMOUS)**

**I MBA II Semester Regular Examinations, July/August, 2014  
ORGANIZATIONAL BEHAVIOR AND CHANGE MANAGEMENT**

**Time: 3 hours**

**Max Marks: 60**

**Answer any five questions  
All questions carry equal marks  
Question No.8 is Compulsory**

1. What is Organizational Behavior? Explain how Organizational Behaviour linkages with other social sciences.
2. What is Leadership? Discuss any two Leadership theories in brief.
3. Explain about learning processes in brief.
4. Define Inter-Personal Communication. Explain about Team Decision making.
5. What are the determinants of personality? Explain them briefly.
6. Explain the reasons to get stress in an organization.
7. What is organizational Development? Explain its applications in an organization.
8. Case Study (Compulsory)

The New Delhi Arts, project has its headquarters in South Delhi. The project has five full time employees, but during festive season, they hire as many as six part-time workers to type, address enveloped and send out mailings Samantha, for instance was the executive director head of the office, but she would be found doing the same job like the part-timers.

Despite a constant sense of being a month behind, the office ran relatively smoothly. The office would be stacked with people sometimes but that would not put down the workers. The office had started to spend more on part-time workers. Hence, Mr. Vivek, the office coordinator suggested to get a Computer. Vivek was fresh out of college and to him computer was a tool to make job easier. But his belief was not shared by others in the office, they felt the computer would eat the project's mailing list, send wrong things to wrong people, convincing them that the project's was a faceless organization that did not care.

Samantha began to wonder if they should get a computer or not? So, did the others. They consulted Samantha regarding this issue after the office hours. they began to feel that they will have to look out for other job. They feared that they will have to learn the computer language along with the English Vocabulary which they are still struggling to improvise.

One time morning, Samantha called Vivek into the office and asked him if he could recommend any computer consultants Samantha had read an article about computers that had changed her mind. Vivek was pleased because Samantha had evidently accepted the idea of a computer in the office. But at the same time, Vivek realised that he has a lot of work to do henceforth.

**Questions:**

- (a) Is organisation development appropriate in this situation? Why or why not?
- (b) What kinds of resistance to change have the employees of the project displayed?
- (c) What can Vivek do to overcome the resistance?