

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION : MAY - 2025
SEMESTER - I

Sub.: Organization Behaviour And Principles of Management (MBA24-101)

Date : 24/05/2025

Total Marks : 60

Time: 2.00pm to 4.30pm

Instructions: 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Write Short notes on (Any Three) (15)

1. Levels of Management
2. Roles and Responsibilities of Manager
3. Factors influencing perception
4. Importance of Motivation
5. Management Vs Administration

Q. 2. Answer in detail (Any One) (10)

1. Define Organisational Behaviour. Discuss its scope, nature and importance.
2. There are various features and functions of management. Discuss them in detail.

Q. 3. Answer in detail (Any One) (10)

1. Describe in detail with diagram Maslow's Hierarchy of Needs theory.
2. What are groups? Explain the various group decision making techniques.

Q. 4. Answer in detail (Any One) (10)

1. Discuss in detail formation of groups with proper diagram.
2. Role of communication in team building activity.

Q. 5. Case study (15)

At a mid-sized IT company, the HR department decided to introduce a new attendance tracking system to improve punctuality and productivity. The system required employees to log in through facial recognition every morning and evening. HR believed this would streamline operations and reduce time fraud. However, they failed to consider how the sudden implementation would be perceived by the employees.

No prior notice, training, or feedback session was arranged before the launch. The system went live overnight, catching everyone off guard. Employees felt they were being monitored and not trusted, which created an atmosphere of discomfort and suspicion. Some even faced technical issues with the software, leading to incorrect attendance records and unfair deductions from their pay.

The situation escalated when several senior employees sent a joint email to HR, expressing their dissatisfaction and asking for clarification. Instead of addressing their concerns, the HR team responded with a formal notice reminding staff of company policies and the importance of discipline. This response was perceived as dismissive and authoritarian.

Within a week, morale dropped significantly. Team leads reported a lack of motivation and increased absenteeism. One key developer resigned, citing trust issues with

management. What could have been a helpful tool turned into a source of conflict and disengagement. The issue was eventually escalated to the CEO, who intervened and paused the system. A committee was formed to gather feedback and redesign the rollout with employee input.

Questions :

1. What does the above situation depict? What should have been the first step by the HR?
 2. What impact did the HR department's response have on employee trust and morale, and how could it have been handled differently?
 3. Suggest a suitable title for the case.
-