

TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: MAY - 2025
SEMESTER - I
Sub.: Organisational Behaviour (MBA105)

Date : 29/05/2025**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. Need and importance of organizational behaviour
2. Types of Personalities
3. Types of learners
4. Work life balance
5. Group formation

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

1. In an organisation every day decisions are to be taken. Discuss some of the Group decision making techniques.
2. What is perception? Elaborate the various factors (Internal & External) influencing perception.

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

1. Explain in detail Hertzberg Two factor Theory of motivation.
2. Throw some light on Maslow's Motivational theory with diagram.

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

1. What is stress? How can one manage and prevent stress?
2. Explain the concept of 'Resistance to change' in detail.

Q. 5. Case study (15)

In a growing retail company, the HR department was responsible for managing employee engagement and retention. Over the past year, several team members in HR had been facing increased workloads without any additional support or recognition. Despite their efforts, their suggestions for new initiatives, such as employee wellness programs and updated training modules, were often overlooked by upper management. Slowly, motivation among the HR team began to decline.

One of their key responsibilities was organizing the annual performance review cycle, which directly impacted promotions and salary hikes across departments. Due to low motivation and lack of enthusiasm, the HR team approached this task with minimal effort. They reused outdated evaluation forms, failed to update the performance criteria based on current roles, and did not communicate clear deadlines to department heads.

As a result, many reviews were submitted late or incomplete. Some employees received incorrect ratings, while others were completely missed in the process. The salary hike data was also mismanaged, causing payment delays and confusion.

The blunder caused widespread frustration among staff. Several high-performing employees felt undervalued and considered leaving the company. Managers complained about the lack of coordination, and trust in the HR department took a serious hit. The

company's leadership had to step in and assign an external consultant to redo the entire review process, leading to extra costs and a delay in promotions.

This situation highlighted how a lack of motivation within the HR team led to carelessness and poor execution of a critical task. It emphasized the need for organizations to not only focus on frontline employees but also ensure internal departments like HR feel appreciated, supported, and motivated to perform their roles effectively.

Questions:

1. What does the above situation tell us? What will you do if you were in this situation?
 2. What role does motivation play in the an organization? Suggest some of the factors of motivation for the employees of various departments.
 3. Suggest a suitable title for the case.
-