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OP10 ADZ

SYBMS  
OB e HRM  
3/10/15

TIME: 2 ½ hrs

MARKS : 75

NOTE: 1. All questions are compulsory.

2. Figures to the right indicate marks.

**Q1. Answer the following ( any 2 )**

- a) Define organizational behaviour. Explain importance of organizational behaviour. 7½
- b) Explain autocratic and collegial model of organizational behavior. 7½
- c) Explain factors influencing group behaviour. 7½

**Q2. Answer the following ( any 2 )**

- a) Define departmentalization. Highlight various criteria commonly used in functional and product departmentalization. 7½
- b) Explain in detail model of conflict. 7½
- c) Define Separation. Explain form of separation in detail. 7½

**Q3. Answer the following ( any 2 )**

- a) Define Human resource management. State its objectives. 7½
- b) Describe external factors affecting Human resource planning. 7½
- c) Explain various functions of Human Resource Development. 7½

**Q4. Answer the following ( any 2 )**

- a) Explain traditional methods of performance appraisal. 7½
- b) Describe in detail KRA. 7½
- c) Write a note on Wage. 7½

OP10AD2

Q5. Case study

For Mr. Raj, the General Manager of a textile manufacturing company, successes have come as though they had been programmed by a computer. During a long career at the company, which he had joined as an humble assistant, promotions came one after another culminating in his elevation to the present post.

But no sooner had Mr. Raj taken over the new job then problems began to pile up for him. The most upsetting of these was a threatened strike by the workers of the company on the question of bonus. The workers demanded five months bonus as against month's bonus conceded by the company which, even as it was, was more than any identical unit in the industry had given for a year.

Though the proposed strike did not materialise as a result of intervention by the local administration, the workers were not convinced of the rightness of the company's stand. They had a feeling that the management deliberately understated profits so as to deny the workers their legitimate due. Many other stories had been circulating about and alleged wickedness on the part of management in that it spent lavishly on the maintenance of the managerial staff, but was very stingy when it came to providing benefits to workers. As one labour leader put it "Let the management not gloat over its victory. They do not know how terribly they are harming the interests of the company by alienating workers. Secretiveness in management is all right to some extent. But it should not be practised so as to render the workers, who are no less important members of the organisation, strangers in their own work place."

Questions

1. Do you think the present situation in the company is due to lack of proper communication between management and workers? Why? (5)
2. What steps would you suggest for effective communication? (10)

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