

**SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR**  
(AUTONOMOUS)

**MBA I Year I Semester Supplementary Examinations July-2025**  
**MANAGEMENT & ORGANIZATIONAL BEHAVIOUR**

Time: 3 Hours

Max. Marks: 60

## SECTION – A

(Answer all Five Units 5 x 10 = 50 Marks)

**UNIT-I**

- |   |   |  |     |    |    |
|---|---|--|-----|----|----|
| 1 | a | Enumerate the various objectives of management.              | CO1 | L2 | 5M |
|   | b | As a manager what functions do you need to perform? Discuss. | CO1 | L3 | 5M |

OR

- |   |   |   |     |    |    |
|---|---|---|-----|----|----|
| 2 | a | Bring out the challenges faced by the managers in globally competitive world of 21st century. | CO1 | L4 | 5M |
|   | b | Discuss the key characteristics of management as a system.                                    | CO1 | L2 | 5M |

**UNIT-II**

- |   |   |   |     |    |    |
|---|---|---|-----|----|----|
| 3 | a | Write short notes on<br>(i) Delegation of authority                      (ii) Span of Control<br>(iii) Departmentation. | CO2 | L1 | 5M |
|   | b | What is decentralization? What are the advantages of decentralization?  | CO2 | L1 | 5M |

OR

- |   |   |  |     |    |    |
|---|---|--|-----|----|----|
| 4 | a | “Decision making is an important function of good leadership”. Add a note on the process of decision making. | CO2 | L3 | 5M |
|   | b | What are the different types of control? Explain   | CO2 | L2 | 5M |

**UNIT-III**

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|---|---|---|-----|----|----|
| 5 | a | Define the term Organizational behavior. Why is it essential to understand organizational behavior? | CO3 | L2 | 5M |
|   | b | Identify the significance of organizational behavior  | CO3 | L3 | 5M |

OR

- |   |   |   |     |    |    |
|---|---|---|-----|----|----|
| 6 | a | What is attitude? Describe the components of attitude.                    | CO3 | L3 | 5M |
|   | b | What are the barriers to changing attitude? How attitudes can be changed? | CO3 | L3 | 5M |

**UNIT-IV**

- |   |   |   |     |    |    |
|---|---|---|-----|----|----|
| 7 | a | How might Maslow explain why organizational rewards that motivate workers today may not motivate the same workers in 5 or 10 years? | CO4 | L2 | 5M |
|   | b | What is the concept of Motivation? How this can be theoretically explained?   | CO4 | L1 | 5M |

OR

- |   |   |   |     |    |    |
|---|---|---|-----|----|----|
| 8 | a | Review the hygiene and motivators in the two-factor theory of motivation. Do you agree with the distinction between hygiene factors and motivators? Are there any hygiene factors that you would consider to be motivators? | CO4 | L5 | 5M |
|   | b | Which motivation theory have you found to be most useful in explaining why people behave in a certain way? Why.   | CO4 | L4 | 5M |

**UNIT-V**

- |   |   |  |     |    |    |
|---|---|--|-----|----|----|
| 9 | a | Discuss about the resistance to change. Suggest measures to overcome the resistance to change. | CO5 | L2 | 5M |
|   | b | Explain in detail Lewin's model of Change management.  | CO5 | L2 | 5M |

OR

- |    |   |  |     |    |    |
|----|---|--|-----|----|----|
| 10 | a | What do you mean by organizational conflict? What are different types of conflicts situations? | CO6 | L2 | 5M |
|    | b | What are the various causes of conflict?   | CO6 | L3 | 5M |

## SECTION – B

(Case Study - Compulsory Question)

11

1 x 10 = 10 Marks

Suntech Solutions, a mid-sized IT services company in Pune, was experiencing high employee turnover and declining productivity. The HR department noticed a pattern—employees felt undervalued, communication between teams was poor, and there was a lack of trust between management and staff. The company hired Meera, an experienced organizational behavior consultant, to address these issues.

Meera started by conducting an anonymous survey to understand employee concerns. The results revealed three key issues: lack of recognition, unclear role expectations, and inadequate communication channels. Based on her findings, she suggested a series of interventions.

First, the company introduced a monthly recognition program to celebrate individual and team achievements. Second, managers were trained to set clear goals and provide regular feedback. Third, open communication was encouraged by implementing bi-weekly town halls where employees could share their concerns directly with leadership.

Over six months, significant improvements were observed. Employees reported higher job satisfaction and greater clarity about their roles. Productivity improved by 25%, and the turnover rate dropped by 40%. Meera emphasized that understanding and addressing employee behavior was crucial for fostering a positive work environment and achieving organizational goals.

Suntech Solutions transformed its workplace by focusing on organizational behavior, demonstrating that even small changes can lead to substantial outcomes when employee needs are prioritized.

### Questions

- i) How did implementing a recognition program and improving communication channels address the identified problems?
- ii) Suggest two additional solutions that Suntech Solutions could implement to further enhance organizational behavior.

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