

**January 2020**  
**Master of Business Administration (MBA) Examination**

(Full time) (New) First Semester  
**FT-106C : ORGANISATION BEHAVIOUR**

Time 3 Hours]

[Max. Marks 80

**Note : Attempt any four questions from Section A. Each question carries 15 marks. Section B is compulsory and carries 20 marks.**

**Section A**

1. Explain the concept and relevance of Organisational Behaviour. Discuss with suitable examples OB Models.
2. Justify with suitable examples Vroom's Expectancy Theory and Equity Theory of Motivation.
3. "Emotional Intelligence is an essential element for successful leader." Support the statement in light of Managerial Grid. <http://www.davvonline.com>
4. "Stressors are not always bad." Justify the statement with suitable examples of Corporate Life.
5. Write short notes on any two of the following :  
(a) Change (b) Conflict (c) Group Vs Team (d) Perception.
6. "Learning is permanent change in behaviour." Discuss the statement explaining types and outcomes of Learning.

OR

Organisational Culture.

**Section B**

7. Read the case and answer the questions only :

**SCHNEIDER NATIONAL**

Schneider National is a Green Bay, Wisconsin-based transportation and logistics firm. Begun in 1935, the private company now operates 14,000 trucks and 40,000 trailers that haul freight 5 million miles per day. Revenues are approximately \$2.4 billion a year.

The company has had only three leaders. The first was the founder; second was his son, Donald; and in August 2002, the first nonfamily member took the helm when Chris Lofgren was made CEO, replacing Schneider who was 67 years old. But it wasn't as if the company wasn't making preparations for executive leadership. Don Schneider told his board of directors in 1988 that their primary task was finding a successor. Lofgren joined the company in 1994 as a vice president and became chief operating officer in 2000. After being appointed COO, Lofgren began to lay the framework for the six-person executive group that today shares many of the company's strategic responsibilities.

Everyone who knows Don Schneider concedes that he's a tough act to follow. "Don is an icon," says another top Schneider executive. "He probably commands more respect in transportation and logistics than anybody in the industry." Says Lofgren, "Our approach has been to put together an executive team that has a set of skills, perspectives and experiences that, when you put that team together, is broader and bigger than Don Schneider." The idea, according to Lofgren, is to have individuals with product-line or functional focus, and, while maintaining their oversight of those areas, who develop a sense of responsibility for the financial performance of the whole company. "If you have people who aren't taking an enterprise solution, their only role is their function or their business, then ultimately it has to go to someone who's going to referee the points of tension," says Lofgren. And Lofgren has no intention of playing the referee role.

P. T. O.

To mediate the points of conflict, the executive group has had to learn how to work together. They've even brought in outside counsel to help them better listen and understand one another and focus debate on critical issues. "Conflict between people or between groups of people is not positive. Conflict around business issues is the most wonderful, healthy thing," says Lofgren. "Any business without tension will fall to its lowest level of performance."

**Questions :**

- (1) What view toward conflict does Lofgren support ? Explain.
- (2) Explain why the transition in leadership from Don Schneider to Lofgren was relatively conflict-free.
- (3) How does the organization of the executive group create conflict ? How does it reduce conflict ?
- (4) How does Lofgren manage conflict ?

<http://www.davvonline.com>

Whatsapp @ 9300930012

Your old paper & get 10/-

पुराने पेपर्स भेजे और 10 रुपये पायें,

Paytm or Google Pay से

<http://www.davvonline.com>