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**PRESIDENCY UNIVERSITY**

**Bengaluru**

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| **End - Term Examinations – JANUARY 2025** |
| **Date:** 16 – 01-2025 **Time:** 01:00 pm – 04:00 pm |

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| **School:** SOM-PG | **Program:** MBA | |
| **Course Code :** MBA1023 | **Course Name** : Organisational Behaviour | |
| **Semester**: I | **Max Marks**: 100 | **Weightage**: 50% |

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| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **16** | **16** | **34** | **34** |  |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

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| **Answer ALL the Questions. Each question carries 3marks. 3Mx10Q=30M** | | | | |
| **1** | As per Stephen P Robbins, “Organizational Behavior is a field of study that investigates the impact that individuals, groups and structure have on behavior within organizations”. Discuss this statement in your words. | **3 Marks** | **Comprehension** | **CO1** |
| **2** | Explain the role of Psychology discipline in Organizational Behavior. | **3 Marks** | **Comprehension** | **CO1** |
| **3** | Illustrate the key elements of ‘Attitude’. | **3 Marks** | **Application** | **CO2** |
| **4** | Demonstrate with examples the difference between emotions and moods. | **3 Marks** | **Application** | **CO2** |
| **5** | Demonstrate with examples the perceptual errors of Selective perception and Hallo effect. | **3 Marks** | **Application** | **CO3** |
| **6** | Aarthi told her mother that she want to study Mechanical Engineering and become Automobile Engineer. Her mother said ‘this is boys’ job, select some other course’. Interpret the type of perceptual error the mother of Aarthi is facing. | **3 Marks** | **Application** | **CO3** |
| **7** | Interpret Operant Conditioning learning theory in your words. | **3 Marks** | **Application** | **CO3** |
| **8** | Interpret the meaning of ‘intensity, direction and persistence’ as given by Stephen P Robbins in Motivation. | **3 Marks** | **Application** | **CO4** |
| **9** | Interpret the difference between Content and Process theories of motivation. | **3 Marks** | **Application** | **CO4** |
| **10** | You are being sent to Moon to live for one year. Prepare a list of 15-20 things you will need to take with you to survive and relate with Maslow's Hierarchy of Needs. | **3 Marks** | **Application** | **CO4** |

**Part B**

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| **Answer ALL the Questions. Each question carries 10 marks. 10Mx4Q=40M** | | | | |
| **11** | Research from McKinsey shows that, in 2019, companies in the top quartile for ethnic and cultural representation on executive teams outperformed those in the fourth quartile by 36% in profitability. Discuss how workforce diversity can be an instrumental factor in a company's success. | **10 Marks** | **Comprehension** | **CO1** |
| **or** | | | | |
| **12** | After Covid 19, many corporate organizations are opting virtual or hybrid working. Express in your words the issues and benefits of actual, virtual and hybrid working. | **10 Marks** | **Comprehension** | **CO1** |

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| **13** | As per researches, positive relationship appears to exist between organizational commitment and job productivity and Employees Engagement. Illustrate the concept and types of organizational commitment with examples. | **10 Marks** | **Application** | **CO2** |
| **or** | | | | |
| **14** | ‘Perceived Organizational Support (POS) is the degree to which employees believe the organization values their contribution and cares about their well-being’. Illustrate the policies and practices with which POS can be inculcated. | **10 Marks** | **Application** | **CO2** |

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| **15** | According to Udai Pareek, “Perception can be defined as the process of receiving, selecting, organising, interpreting, checking and reacting to the sensory stimuli or data”. Interpret this statement in your words and also brief the factors that influence perception of human beings. | **10 Marks** | **Application** | **CO3** |
| **or** | | | | |
| **16** | As per Gordon Allport, Personality is ‘the dynamic organization within the individual of those psychophysical systems that determine his unique adjustments to his environment.” Interpret this statement and also the MBTI framework used to describe personality. | **10 Marks** | **Application** | **CO3** |

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| **17** | David McClelland gave three needs that can initiate the process of motivation. Prepare and relate these needs with different managerial positions. | **10 Marks** | **Application** | **CO4** |
| **or** | | | | |
| **18** | Illustrate the Managerial Grid developed by Robert R. Blake and Jane Mouton with the chart. | **10 Marks** | **Application** | **CO4** |

**Part C**

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| **Answer all the Questions. Each Question carries 15 marks. 15Mx2Q=30M** | | | | |
| **19** | Perception is a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.  a. Illustrate with examples the impact of perception on the performance of employees and teams. (07 marks)  b. The management /employer should understanding role perceptions of employees and frame polices, practices and norms accordingly. Interpret this statement in your words with examples. (08 Marks) | **15 Marks** | **Application** | **CO3** |
| **20** | **Case Study**  In 2008, facing a serious shortage of leadership-ready employees at the store management level, Walmart decided to recruit from the U.S. military. The company sent recruiters to military job fairs and hired 150 junior military officers, pairing them with store mentors to learn on the job. The result: Walmart claims that it’s been able to bring in world-class leaders who were ready to take over once they had learned the retail business that Walmart could easily teach them. Other organizations that have heavily recruited from the military in recent years include GE, Home Depot, Lowe’s, State Farm Insurance, Merck, and Bank of America.  It’s not really surprising to see companies turn to the military for leadership potential. A long tradition of books and seminars advises leaders to think like military leaders ranging from Sun Tzu to Norman Schwarzkopf. And military veterans do have a variety of valuable skills learned through experience. General David Petraeus notes, “Tell me anywhere in the business world where a 22- or 23-year-old is responsible for 35 or 40 other individuals on missions that involve life and death . . . They’re under enormous scrutiny, on top of everything else. These are pretty formative experiences. It’s a bit of a crucible-like experience that they go through.” Military leaders are also used to having to make due in less than optimal conditions, negotiate across cultures, and operate under extreme stress.  However, they do have to relearn some lessons from the service. Some may not be used to leading someone like an eccentric computer programmer who works strange hours and dresses like a slob, but who brings more to the company’s bottom line than a conventional employee would. Indeed, in some companies like Google, there is nothing like the chain of command military leaders are used to. Still, most forecasts suggest there will be an ample supply of battle-tested military leaders ready to report for corporate duty in the near future, and many companies are eager to have them.  **Questions**  a. Interpret your thought process on leaders in military contexts exhibit the same qualities as organizational leaders. Why or why not? (05 marks)  b. Would military leadership lessons not apply in the private sector? Illustrate what might military leaders have to re-learn to work in business. (05 marks)  c. Specific types of work or situations more likely to benefit from the presence of “battle-tested” leaders. Relate and list a few examples. (05 marks) | **15 Marks** | **Application** | **CO4** |

**\*\*\*\*\* BEST WISHES \*\*\*\*\***