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**PRESIDENCY UNIVERSITY
BENGALURU**

School of Management

Mid-Term Examinations - March 2024

Odd Semester: I MBA BATCH 2023

Course Code: MBA2036

Course Name: Organizational Behavior

Department: SOM

Date: DD/Month/2024

Time: 00:00am – 00:00pm

Max Marks: 50

Weightage: 25%

Instructions:

- (i) Read the all questions carefully and answer accordingly.
- (ii) Do not write any information on the question paper other than roll number.
- (iii) Scientific and non-programmable calculators are permitted.
- (iv) Question paper consists of 3 parts.

PART A

Answer all the Questions. Each question carries 2 marks.

(6Qx 2M= 12M)

1. Management Skills are competencies that helps manager better lead, motivate and organize. Write the different managerial Skills given by R. Katz.(CO:1) [Knowledge]
2. State how does employee engagement contributes to organizational success? (CO:1)[Knowledge]
3. It is a challenge to manage a diverse work force. Outline three strategies organizations can employ to manage a diverse workforce effectively. (CO:1) [Knowledge]
4. Organizational justice is an employee's perception of their organizations' fairness. Identify the four forms of organizational justice with examples. (CO:1)[Knowledge]
5. Define any four disciplines that contribute to Organizational Behavior. (CO:1) [Knowledge]
6. Attitude is crucial to an individual's performance and success. List the four functions of attitude. Write an appropriate example for any one function. (CO:2) [Knowledge]

PART B

Answer all the Questions. Each question carries 8 marks.

(3Qx 8M= 24M)

7. Both positivity and negativity can spread quickly throughout the company. "I am someone who will deliberately avoid spending time with people who have a bad attitude at work, or anywhere for that matter," said Amy Finlay, co-founder of Edinburgh IFA. "As a positive attitude can be contagious, unfortunately, a negative attitude can also spread through people, and before you know it, your mindset can completely change with too much exposure to these types of people." Discuss.

8. One survey found that 64% of employees visit non-work-related websites during the workday. Not only is it a misuse of company tools and technology, but it's also a misuse of company time. Whether you're taking hourly breaks to check your social media news feed or know that your coworker is using company technology resources to work on freelance jobs, this "little white lie" of workplace ethics can create a snowball effect. Discuss

(CO:1) [Comprehension]

9. The manager has decided to stop having customer's sign credit card receipt for less than Rs.450/- to speed up the checkout line. Identify the type of managerial role played here and explain the various roles played by a manager as per Henry Mintzberg. (CO:1) [Comprehension]

PART C

Answer the following Questions.

(1Qx 14M= 14M)

10. Work-related anger emotions are a serious problem for many companies. Anger at work may lead to a number of detrimental organizational outcomes: job demotivation, job dissatisfaction, unhealthy employee relations, decreased productivity, and higher rates of absences and employee turnover. It usually arises as a hostile response or reaction to a stressful issue or event beyond an employee's ability to cope. This may include anything from the background noise of a phone ringing in the office to larger work-related matters such as excessive workload, but all of them can lead to work-related stress and cause an employee to lose their temper. Anger is believed to be one of the most commonly experienced emotions at work around the globe. According to surveys in the United Kingdom, 45 percent of all staff lose their temper at work. Anger reactions may take several forms, ranging from a simple "argh!" gesture in response to a challenging task in the workplace to more severe extreme anger reactions, or so-called "office rage"—extreme, visible anger demonstrated by an employee at work. The latter is becoming a growing problem in many firms today. One research study conducted by Canon Europe found that, on average, as many as 83 percent of European workers have witnessed one of their colleagues visibly lose their temper in the workplace. Italy leads among the countries surveyed—as much as 94 percent of Italian workers have seen a colleague lose their temper at work. Lucy Beresford, a psychotherapist and occupational stress expert who was part of the Canon Europe study, has noted that office rage is becoming a major and a growing concern in many parts of Europe and advises companies to be proactive about resolving such problems. According to the study, the biggest cause for anger at work was "pointless meetings," which was followed by other major triggers—ill-mannered colleagues, unsupportive bosses and colleagues, office politics, unpleasant office temperature, and faulty printers and computers. Each of those reasons has many implications about what employers can do to reduce and tackle office rage and anger at work. Finally, anger can have a bad impact on employees' personal health; there have even been studies suggesting a correlation between excessive anger at the workplace and lung problems. It is important to note that not all employees experience the same level or intensity of anger; it can differ due to a multitude of factors including genes, personality, and a person's values. Regardless, experts agree that anger at work is best avoided; in most cases, anger will not help in resolving an issue and may even worsen the problem. Many companies have been actively implementing anger management programs at the workplace in an effort to reduce and manage workplace anger. Companies have begun to offer employee assistance program services in the form of counselling sessions to help employees control and manage feelings of anger. According to the Society for Human Resource Management, most of these anger management sessions are designed to help angry employees develop skills related to stress reduction, communication, conflict resolution, and problem-solving. Many companies take a reactive approach—they wait for an incident to happen and then offer a fix—but experts advise that companies be on the lookout for warning signs and offer assistance before negative incidents actually take place. For example, an employee who has been increasingly argumentative is a warning signal that employers must act by referring that employee to an anger management session. Increased complaints at work is another warning signal, indicating that employee relations may be deteriorating at the workplace. Companies that intercede proactively by dealing with anger problems from the onset, well before the situation progresses to more severe consequences, will be more capable of maintaining their organizational effectiveness.

Questions

- A. Discuss personal differences in terms of gender and personality play a role in the expression of emotions such as anger
- B. Examine the ways by which employees can use emotional regulation to decrease anger at work (CO:2) [Comprehension]