



PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF MANAGEMENT

Max Marks: 100

Max Time: 180 Mins

Weightage: 40%

Set B

COMPREHENSIVE EXAMINATION

I Semester 2016-2017

Course: MBA A 117 Organizational Behaviour & Change 16 January 2017

Part A

(10 Q x 2 M= 20 Marks)

1. How will you complement Intuition with systematic study?
2. What are the disciplines that contribute to OB?
3. Identify the four employee responses to dissatisfaction.
4. What is Holland's personality job fit theory?
5. Define perception. Give example.
6. Give the assumptions of Theory X & Theory Y.
7. What is cohesiveness?
8. What are the four types of Teams?
9. What are the steps of the conflict process?
10. What is action research?

Part B

(8 Q x 5 M= 40 Marks)

1. What are the key biographical characteristics and how they are relevant to OB?
2. Explain the factors which determine an individual's personality.
3. What are the sources of emotions and moods? Give examples.
4. Describe how the job characteristic model motivates the employees?
5. How is mentoring valuable to leadership? What are the keys to effective mentoring?
6. Explain the five bases of power? Give their similarities and differences?
7. Explain what factors create and sustain an organization's culture?
8. Explain the possible sources and consequences of stress?

Part C

(2 Q x 20 M= 40 Marks)

1. As Production Supervisor in a car plant, produce a report for the Manufacturing Manager on the following:
 - a) The relationship between job satisfaction and job performance.
 - b) The causes of frustration and alienation on the shop floor.
 - c) The indicators or examples of workers frustration
 - d) A fully justified recommendation for overcoming one type of job dissatisfaction.
2. Mary and Sue both work in the same department. Mary believes that Sue is being paid considerably more than she is. In fact, both employees are being paid about the same amount. Because of this misunderstanding, Mary always makes comments about Sue and complains about her to the Boss. She tries her best to spread rumours, distract others and disturb the work flow. In short, Mary indulges in political behaviour. The productivity of the entire department has come down.
 - a) Assume you are the head of the department, how do you handle this situation?
 - b) What organizational politics emerge? Are they good or bad? Discuss.



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Max Marks: 80

Max Time: 120 Mins

Weightage: 20 %

Set B

MID TERM EXAMINATION

I Semester 2016-2017 Course: **MBA A 117 Organizational Behaviour and Change**

24 Oct 2016

Instructions:

- i. Write legibly. Avoid false numbering
- ii. Factors considered for evaluation: Conceptual clarity, ability to relate and draw inferences, self-analysis with reasoning and drawing conclusions and relevance of the textual contents

Part A

Answer the following Questions

(10 Q X 2M = 20 Marks)

1. What is Organizational Behaviour?
2. What's the difference between average, successful & effective Managers?
3. List any four dimensions of intellectual ability?
4. What do you understand by 'Perceived Organizational Support'?
5. How Employees Can Express Dissatisfaction?
6. What is surface acting? Give example.
7. How Can Managers Influence Moods?
8. What is Locus of Control?
9. What do you mean by Power Distance?
10. What is Halo Effect? Give example.

Part B

Answer the following Questions

(6 Q X 5 M = 30 Marks)

1. Explain, using examples, OB Model.
2. What are the key biographical characteristics? Explain how they are relevant to OB.
3. What causes Job Satisfaction? Explain the effect of Job satisfaction on Employee performance.
4. What impact does emotional labour have on employees? Explain.
5. Explain Personality-Job Fit Theory using examples.
6. What is attribution theory? Explain how attribution theory helps in making judgements about people.

Part C

Answer the following Questions

(2 Q X 15 M = 30 Marks)

1. Sometimes people describe an individual as having "no personality". What does this statement actually mean? What is wrong with this statement?
2. Knowing that people are different is not enough for organizations to operate effectively with differences. Managers must work to develop strategies to develop ways to utilize differences to achieve work outcomes. Discuss how you think that MNCs like Google, Facebook etc. manage diversity. What do you think are the core competencies of these firms?
