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**PRESIDENCY UNIVERSITY  
BENGALURU**

**SCHOOL OF COMMERCE  
END TERM EXAMINATION - JUN 2023**

**Semester :** Semester II - 2022

**Course Code :** COM2013

**Course Name :** Sem II - COM2013 - Organizational Behavior

**Program :** BCM&BCH

**Date :** 12-JUN-2023

**Time :** 1.00PM - 4.00PM

**Max Marks :** 100

**Weightage :** 50%

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**Instructions:**

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

**ANSWER ALL THE QUESTIONS**

**(10 X 2 = 20M)**

1. The study of organizational behavior cannot be undertaken in a single discipline, it is necessary to provide a multidisciplinary, behavioral science perspective to it. In this regard, list out the major behavioral science disciplines that contribute to OB.  
(CO1) [Knowledge]
2. "The learning process occurs through a conditioned response through associations between an unconditioned stimulus and a neutral stimulus". Identify the theory and the author who proposed the theory.  
(CO3) [Knowledge]
3. Identify any four perceptual errors.  
(CO2) [Comprehension]
4. The Myers-Briggs Personality Type Indicator is a self-report inventory designed to identify a person's personality type, strengths, and preferences. The questionnaire is made up of four different scales. List down the four scales of the MBTI model.  
(CO2) [Knowledge]
5. State the theory that believes that employees who work in the same area of the plant or office would more probably form into groups than those who are not physically located together.  
(CO4) [Knowledge]
6. In 1964, a Canadian professor of Psychology, Victor Vroom from the Yale School of Management studied people's motivation levels and concluded that human motivation depends on three factors. Identify the three factors.  
(CO3) [Comprehension]

7. Under the transactional theory of leadership, the leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements. In view of the above statement, list the characteristic features exhibited by transactional leaders.  
(CO4) [Comprehension]
8. Organizational socialization is how people learn about and adjust to the knowledge, skills, attitudes, expectations, and behaviors needed for a new or changing role within an organization. In this regard, list out the stages or steps of the socialization process in the organization.  
(CO5) [Knowledge]
9. Differentiate between extrinsic and intrinsic motivation.  
(CO3) [Comprehension]
10. Work groups are not unorganized mobs; they have properties that shape members' behavior and help explain and predict individual behavior within the group as well as the performance of the group itself. List any four group properties.  
(CO4) [Comprehension]

## **PART B**

### **ANSWER ALL THE QUESTIONS**

**(4 X 10 = 40M)**

11. The process of learning is continuous and starts right from the time of birth of an individual and continues till death. Everyone is engaged in learning endeavors in order to develop adaptive capabilities as per the requirements of the changing environment. Explain classical conditioning theory and social learning theory.  
(CO3) [Comprehension]
12. Google is known as one of the first companies that transformed the traditional work culture and converted it into a buzzing company culture. It offers facilities like free meals, employee engagement trips, games, parties, gyms, a dog-friendly environment, laundry services, and much more to Googlers. What separates Google from other companies is that it doesn't just build an office, it puts a prime focus on building an office with phenomenal organizational culture. Identify the type of organizational culture that Google has. Discuss the various types of organizational culture.  
(CO5) [Comprehension]
13. Summarize the challenges and opportunities for Managers in using Organizational Behaviour Concepts.  
(CO1) [Comprehension]
14. Human resources professionals often use the Big Five personality dimensions to help place employees. That is because these dimensions are considered to be the underlying traits that make up an individual's overall personality. Summarize the traits of the Big Five Model that are used to describe the aspects of a personality.  
(CO2) [Comprehension]

## **PART C**

### **ANSWER ALL THE QUESTIONS**

**(2 X 20 = 40M)**

15. Work groups are not unorganized mobs; they possess characteristics that influence member behaviour and aid in the explanation and prediction of both individual behaviour within the group as well as the effectiveness of the group as a whole. Discuss the various properties of the group.  
(CO4) [Comprehension]

16. Steve Jobs is an example of a leader who is often associated with transformational leadership, in particular when it comes to his charismatic and inspirational qualities. A simple internet search on his name heralds a raft of articles describing him as 'iconic,' visionary', 'genius', 'brilliant', 'mythic,' magical', 'charismatic', or 'authentic'. The New Times argued that he 'led a cultural transformation in the way music, movies, and mobile communications were experienced in the digital age' or as another newspaper says, 'our lives are different and much more interesting with this man leading us to the land of what's next. Jobs himself was driven to transform the world, as captured in this mantra: 'I want to put a ding in the universe. Academics also attributed transformational powers to Jobs. Victor Vroom, a prominent professor at the Yale School of Management, said in 2010 that 'Jobs is the supreme example of a transformational leader who stands for higher-order values. He has caused people to do things they might never have done before. After Jobs' death in 2011, the Board of Directors of Apple issued a statement saying that 'The world is immeasurably better because of Steve', which may indeed be seen as 'leadership beyond expectations. This was echoed in the media and the numerous blog posts that eulogized Steve's impact. US President Barack Obama said, 'Steve was among the greatest of American innovators – brave enough to think differently, bold enough to believe he could change the world, and talented enough to do it'.
- a. In the context of the above case, illustrate the essential features of transformational leadership.
  - b. How does transformational leadership differ from transactional leadership?

(CO4) [Application]