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**PRESIDENCY UNIVERSITY  
BENGALURU**

**SCHOOL OF COMMERCE  
MID TERM EXAMINATION - MAY 2023**

**Semester :** Semester II - 2022

**Course Code :** COM2013

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

**Program :** COM

**Date :** 18-MAY-2023

**Time :** 10.30AM - 12.00PM

**Max Marks :** 50

**Weightage :** 25%

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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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1. The sum total of ways in which an individual reacts and interacts with others is termed as  
a) Personality (CO2) [Knowledge]  
b) Attitude  
c) Perception  
d) Motivation
2. The process by which individuals perceive what they want to hear in a message while ignoring opposing viewpoints is called  
a) Selective perception (CO2) [Knowledge]  
b) Projection  
c) Contrast effect  
d) Halo error
3. Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?  
a) The level of the group (CO1) [Knowledge]  
b) The level of the individual  
c) The level of the organization  
d) The level of the culture

4. The study of the conditions under which people are most likely to change their attitudes in response to persuasive messages is called
- a) Yale attitude change model (CO2) [Knowledge]
  - b) Michigan attitude change model
  - c) Yale personality change model
  - d) Michigan personality change model

5. The three determinants of behaviour in an organization are
- a) Individuals, groups and structure (CO1) [Knowledge]
  - b) Individuals, groups and culture
  - c) Individuals, culture and power
  - d) Individuals, groups and teams

6. Understanding organizational behaviour has never been more important for managers. Take a quick look at the dramatic changes in organizations. The typical employee is getting older; corporate downsizing and the heavy use of temporary workers are severing the bonds of loyalty that tied many employees to their employers; global competition requires employees to become more flexible and cope with rapid change. The global pandemic has brought to the forefront the challenges of working with and managing people during uncertain times.

In light of the above situation discuss the various challenges and opportunities of organizational behaviour.

(CO1) [Comprehension]

7. In a world of flatter and more networked organizations, formal authority is rarely sufficient to get things done. Leaders also need the power to persuade. This is true whether you are leading a team, a business, or a nation; whether or not you have a position with substantial authority; whether you are working inside your organization or dealing with influential outsiders. Effectiveness in persuasion is a core leadership skill, one that is frequently (if not always) directly related to negotiation. Successful persuasion is, in fact, a negotiation that results in concrete impacts on the behavior of other people or organizations. It may be sufficient to gain others' compliance or necessary to gain their active support and hence to change their attitudes. In view of the above scenario, summarize the principles of effective persuasion

(CO2) [Comprehension]

8. At a recent graduation ceremony, Joe and Jenny, two graduates, sat side by side. Having only met a few times, they did not realize how alike they were at that present moment. Both graduates had interviewed for jobs and accepted positions in different central Texas cities. Jenny interviewed for a management position, as did Joe. The city Joe interviewed with uses traditional interviewing techniques. He had a panel interview and was asked basic questions. Jenny, on the other hand, participated in an all-day assessment. The first part of the day was spent in preparation for an exercise where she prioritized issues typical of those she would find in her in-basket on the job. The second task was writing a press release about a city emergency. The third task was to prepare a PowerPoint presentation Jenny would show the city council. Her afternoon was spent going over what she prepared in the morning and then finally answering basic interview questions. Each task she performed measured a specific aspect of her personality. The comprehensive tests showed Jenny the type of job she was interviewing for, and also helped the assessors see how Jenny would fit into their organization. A year after being hired, Jenny excels in her job. She gets along with her coworkers and is a perfect fit for the organization. Her behavior has been consistent with that predicted by the assessment exercise. Jenny is a dedicated employee who likes her job and plans to stay for many years. A year after being hired, Joe is back in the job market. The position he had accepted was not what he expected. The job did not fit with his personality; it required many hours behind a desk, as opposed to working with constituents face to face. Joe felt he was a poor fit for the organization, and started looking for other positions in central Texas. One day, Jenny ran into Joe. They reminisced about their graduation day and talked about the jobs they had been so anxious to start. Jenny's story was very different from Joe's. After describing the pre-employment assessment she talked about her work environment. Everything was different, and Joe was puzzled by this. What did Jenny do that was so different? What did Jenny's employer do to ensure she was the ideal candidate for their position? After speaking for an hour, Joe came up with a few thoughts. It seemed Jenny's employer had considered her personality! Joe remembered the process he went through and realized it had been less comprehensive than Jenny's and resulted in a poor match between job duties, the organization, and his personality. In doing some research, Joe learned about the five-factor model for assessing personality. The five factors are conscientiousness, emotional stability, agreeableness, extraversion, and openness to experience. The tests Jenny had performed in her pre-employment assessment examined each factor and rated different personality traits. By assessing the different traits, a well-balanced candidate – Jenny – had been identified for that position. A few weeks later, Joe ran into Jenny again. A position had opened up with Jenny's employer, and Joe had interviewed. An assessment was performed, and Joe's personality was taken into account during the process. He left for the day feeling 2 confident about the position he applied for, and also confident that his prospective employer had taken notice of his personality. Later in the week, he was offered the job. As soon as he started, Joe knew that he fit in well with his department. Soon he began to excel in his new position. Several years later Joe and Jenny are still working for the same employer. Both have moved up in the organization and have successful careers. Both attribute their success to a hiring process that took their individual personalities into account. Illustrate the Big Five Model of personality.

(CO2) [Application]