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**PRESIDENCY UNIVERSITY
BENGALURU**

SET B

**SCHOOL OF LAW
END TERM EXAMINATION - JAN 2024**

Semester : Semester III - 2022

Course Code : BCL2013

Course Name : Organisational Behaviour

Program : B.Com LLB Honors

Date : 04-JAN-2024

Time : 1:00 PM - 4:00 PM

Max Marks : 100

Weightage : 50%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 1 part.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

ANSWER ALL THE QUESTIONS

10 X 10M = 100M

1. Case Study: "Implementing Servant Leadership at ABC Healthcare"

ABC Healthcare, a large healthcare organization, is transforming its leadership approach. The CEO has decided to implement Servant Leadership principles to enhance employee engagement, patient care, and overall organizational effectiveness.

Question: Propose strategies for implementing Servant Leadership at ABC Healthcare. Consider how the organization can foster a culture that emphasizes servant leadership behaviors, and discuss specific actions that leaders can take to demonstrate and promote these principles.

(CO2) [Comprehension]

2. Case Study: "Motivating Employees at Mulupu Associates"

Mulupu Associates, a legal organization, has been facing challenges related to employee motivation, job satisfaction, and retention. The leadership team is considering the application of Maslow's Hierarchy of Needs as a framework to understand and address these issues.

Question: Explain Maslow's Hierarchy of Needs and its relevance to understanding employee motivation. How does the hierarchy categorize and prioritize human needs, and what implications does it have for workplace motivation?

Note: Provide well-reasoned and supported answers, drawing on Maslow's motivational theory as a framework. Incorporate real-world examples and reference relevant literature on motivation in the workplace to strengthen your analysis.

(CO1) [Comprehension]

3. Analyze the implications of social learning for employee engagement and satisfaction. Provide examples of how social learning initiatives can enhance job satisfaction, facilitate onboarding, and contribute to a positive workplace culture.

(CO3) [Comprehension]

4. Explore the applications of Classical Conditioning in behaviour therapy and behaviour modification. Discuss how different stages are used in practical settings to address various behavioural issues, providing examples of therapeutic interventions or strategies.

(CO3) [Comprehension]

5. Compare and contrast Transactional Leadership and Transformational Leadership models in organizational settings. Begin by defining the key concepts of both leadership styles, and highlighting the fundamental principles and characteristics associated with each.

(CO4) [Comprehension]

6. Case Study: "Enhancing Group Properties in a Marketing Team"

ABC Marketing Agency is experiencing challenges with teamwork and collaboration within its marketing department. The agency's leadership is keen on improving group properties to foster a more cohesive and effective team.

Question: Define and explain the concept of group properties, highlighting key elements such as cohesion, norms, roles, and communication patterns. How do these properties contribute to or hinder effective group functioning?

(CO4) [Application]

7. Evaluate the effectiveness of traditional hierarchical structures versus more contemporary and flexible structures, such as matrix or flat designs. Support your arguments with real-world examples, and conclude by proposing recommendations for organizations seeking to adopt or adapt their structures to enhance agility and performance in the current business landscape.

(CO5) [Application]

8. Explore the role of leaders in creating an ethical, positive, and spiritual organisational culture. Discuss specific leadership behaviours and practices that contribute to the development of such a culture. Illustrate your points with examples of organisations that have successfully cultivated ethical and spiritual dimensions in their cultures.

(CO5) [Application]

9. Articulate stages of group development with recent examples and a diagram.

(CO4) [Application]

10. Case Study: "Applying Vroom's Expectancy Theory in a Manufacturing Company"

ABC Manufacturing is a large-scale production company facing challenges related to employee motivation and performance. The leadership team is considering the application of Vroom's Expectancy Theory to enhance employee engagement and productivity.

Question: Explain the key concepts of Vroom's Expectancy Theory. How does the theory propose that individual motivation is influenced by the perception of effort-performance relationships, performance-reward relationships, and the desirability of outcomes?

(CO3) [Application]