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**PRESIDENCY UNIVERSITY
BENGALURU**

SET A

**SCHOOL OF MANAGEMENT
MID TERM EXAMINATION - DEC 2023**

Semester : Semester I - 2023

Course Code : MBA2036

Course Name : Sem I - MBA2036 - Organizational Behavior

Program : MBA

Date : 06-DEC-2023

Time : 10:00AM - 11:30AM

Max Marks : 50

Weightage : 25%

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.

PART A

ANSWER ALL THE QUESTIONS

(5 X 2 = 10M)

1. The ability to think and conceptualise about abstract and complex situations concerning the organisation is the function of the manager. Describe.
(CO1) [Knowledge]
2. Organisational justice is an employees perception of their organisations' fairness. Identify the four forms of organisational justice with examples.
(CO2) [Knowledge]
3. Attitude is crucial to an individuals performance and success. List the four functions of attitude. Write an appropriate example for any one function.
(CO2) [Knowledge]
4. Describe the term Cognitive Dissonance and give two examples from everyday life.
(CO2) [Knowledge]
5. Emotional Intelligence is crucial to workplace performance. Define Emotional Intelligence and name the author of the book by the same name.
(CO2) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

(3 X 6 = 18M)

6. Managers have to seek and provide information, work like an entrepreneur, resolve conflicts etc. Discuss the roles played by the managers as per Henry Mintzberg.
(CO1) [Comprehension]

7. Performance is not related to satisfaction. With respect to this statement distinguish between Job Satisfaction & Job involvement with relevant examples from the industry.

(CO2) [Comprehension]

8. Organizational Behaviour has faced many complexities and assumed to use ideas of some disciplines that led it to bring success in the organizational functions. Describe the different disciplines that contribute to Organizational Behaviour.

(CO1) [Knowledge]

PART C

ANSWER THE FOLLOWING QUESTION

(2 X 11 = 22M)

9. TechConnect Global, a technology services company with offices in multiple countries, has recently shifted to a virtual workplace model. While the move was intended to promote flexibility and tap into a global talent pool, it has raised concerns related to communication breakdowns, team cohesion, and employee well-being. The leadership team acknowledges the need for a comprehensive strategy to optimize the virtual work environment and ensure sustained productivity and employee satisfaction.

A. Interpret the importance of effective communication in maintaining team cohesion and achieving organizational goals in a virtual setting. (5 Marks)

B. Demonstrate the relationship between team dynamics, employee motivation, and overall organizational success in the context of remote work. (6 Marks)

(CO1) [Application]

10. Global Innovations Inc. is a multinational technology firm known for its cutting-edge products and innovative solutions. However, recent employee surveys indicate a decline in overall job satisfaction and engagement levels. The management is concerned about the potential impact on productivity, creativity, and employee retention.

Siraj, a mid-level manager, has been with the company for six years. While he appreciates the innovative work environment, he expresses dissatisfaction with the lack of work-life balance and the recent restructuring that resulted in increased workload. He is considering exploring opportunities with competitors who offer more flexible schedules.

A. Interpret the factors contributing to Siraj job dissatisfaction. (6 Marks)

B. Illustrate the strategies to improve job satisfaction without compromising company goals. (5 Marks)

(CO2) [Application]