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**PRESIDENCY UNIVERSITY
BENGALURU**

SET B

**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. Name the four different categories under the Decisional Roles of Managers given by Henry Mintzberg.
(CO1) [Knowledge]
2. Define the term Organisational Commitment and its dimensions.
(CO2) [Knowledge]
3. Values are basic convictions that a specific mode of conduct or end state of existence is more desirable over the other. Based on this describe your value systems.
(CO2) [Knowledge]
4. Behaviour is how someone acts in response to their feelings. Name the three components of Attitude with suitable example for each.
(CO2) [Knowledge]
5. Engaged employees create better customer experience. Define Employee Engagement and list two ways to enhance employee engagement.
(CO2) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

(3 X 6 = 18M)

6. Organizational Commitment is an employee's liking for an organization. Express your agreement or disagreement with the statement.
(CO1) [Comprehension]
7. In 2008, Elon Musk, Tesla CEO shared with Indian follower on Twitter as how Tesla caught employee who leaked data. Discuss the issue of employees' ethical behavior with examples.
(CO2) [Comprehension]

8. As per Stephen P Robbins, 'Organizational Behaviour is a field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness'. Outline the individual, group and organizational levels factors in OB. (You can represent it diagrammatically too).
(CO1) [Knowledge]

PART C

ANSWER THE FOLLOWING QUESTION

(2 X 11 = 22M)

9. Pradicals Pvt Ltd, a leading multinational corporation specializing in technology solutions, is undergoing a significant shift in its workforce composition. The company has recognized the importance of fostering a diverse and inclusive workplace to drive innovation and better serve its diverse customer base. However, the transition has presented challenges in managing a workforce that spans different cultures, backgrounds, and perspectives.

Pradicals Pvt Ltd, recently implemented a strategic initiative to enhance diversity and inclusion within the organization. The workforce now includes employees from various cultural backgrounds, genders, and age groups. While the company is committed to reaping the benefits of diversity, it faces challenges related to communication breakdowns, cross-cultural misunderstandings, and the need to ensure equal opportunities for career growth and development.

A. Illustrate how fostering a diverse and inclusive culture can contribute to the organization's ability to adapt to changing market demands and technological advancements. (6 Marks)

B. Show how the organisation can handle the challenges of diversity. (5Marks)

(CO1) [Application]

10. Sarah, a senior project manager, has been a cornerstone of XYZ Tech Solutions for over a decade. She has a strong sense of moral and ethical obligation to the company and its success. Lately, she has become disillusioned with the company's approach to meeting tight project deadlines by potentially compromising on data security practices. Sarah is torn between her loyalty to the organization and her commitment to upholding ethical standards.

Questions:

A. Interpret the potential conflicts between normative commitment and the pressure to meet project deadlines. (6 Marks)

B. Illustrate the long-term implications for an organization that neglects normative commitment in favor of short-term gains. (5 Marks)

(CO2) [Application]