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**Presidency University**

**Bengaluru**

 **School of Management**

**Make-up Examination - July 2024**

**Date**: 4th July 2024

**Time**: 9:30am – 12:30pm

**Max Marks**: 100

**Weightage**: 50%

**Semester**: I

**Course Code**: MBA2036

**Course Name**: Organizational Behavior

**Department:** SOM

 **Instructions:**

1. *Read the all questions carefully and answer accordingly.*
2. *Do not write any information on the question paper other than roll number.*
3. *Question paper consists of 3 parts.*

**PART A**

**Answer any 10 Questions. Each question carries 3 marks. (10Qx 3M= 30)**

1.Henry Mintzberg gave different managerial roles. List the various roles with all their sub-categories.(CO1, Knowledge).

2.As per R.L. Kats, identify what skill is essential for all levels of managers? (CO1, Knowledge)

3.As per D. Farrell research done in 1983, “Exit, Voice, Loyalty, and Neglect” are responses to Job Dissatisfaction. Describe the meaning of ‘Voice’ as behaviour of dissatisfied employees. (CO2, Knowledge)

4.Aarthi told her mother that she wants to study Mechanical Engineering and become Automobile Engineer. Her mother said ‘this is boys’ job, select some other course’. Identify the type of perceptual error the mother of Aarthi is facing along with suitable examples of your own. (CO3, Knowledge)

5.Describe how Alderfer’s ERG is reworking of Maslow’s theory of Motivation? (CO4, Knowledge)

6.Describe how group different from team? (CO5, Knowledge)

7. People influence organisations and organisations influence people”. Describe the statement. (CO1, nowledge1)

8.Describe the ABC model of attitude and state the way to measure them? (CO2, Knowledge)

9.Victor Vroom felt that content models were inadequate explanations of the complex process of work motivation. List the three concepts that built Vroom’s model. (CO4, Knowledge)

10.The managers in LG give clear direction and goal to each employee with minute clarity and specificity. State the theory of motivation the managers subscribe to. (CO4, Knowledge)

11.Abraham Zaleznik argues that leaders and managers are very different kind of people. List the difference between a leader and a manager. (CO4, Knowledge)

12.Researchers have found that the first meeting sets the group’s direction while the last meeting is marked by accelerated activity. Recognize this model of group development and describe it through a diagram / figure. (CO5, Knowledge)

**PART B**

**Answer any 4 Questions. Each question carries 10 marks. (4Qx 10M= 40)**

13.Archana knows that her obesity is due to her love for fast food and her sluggish nature, but there is no change in her behaviour. Discuss her attitude about fast-food and exercise. (CO2, Application)

14.Explain the terms “Emotional Stability and Extraversion” in the context of their importance at work with examples.(CO2, Application)

15.Shahin never missed her class and Ajay usually remain absent. One day both came late for 10 minutes. Shahin said that I she left her mobile in cafeteria that is why she got late. Ajay said he was accompanying her that is why he is late. Interpret the attribution of teacher for Shahin and Ajay. (CO3, Application)

16.Groupthink and Groupshift are two negative by-products of group decision making, explain with examples. (CO5, Application)

17.‘Temporary groups with deadlines don’t seem to follow the usual five-stage model’. Discuss the model for temporary groups with deadlines. (CO5, Application)

18. Indicate at what level of Maslow’s hierarchy of needs are you living? Explain are you basically satisfied at this level. (CO4, Application)

**PART C**

**Answer the following Questions. (2Qx 15M= 30)**

19.While many people assume conflict lowers group and organizational performance, this assumption is frequently incorrect. Conflict can be either constructive or destructive to the functioning of a group or unit. The levels of conflict can be either too high or too low to be constructive. Either extreme hinders performance. An optimal level is one that prevents stagnation, stimulates creativity, and allows tensions to be released, and initiates the seeds of change without being disruptive or preventing coordination of activities. What advice can we give managers faced with excessive conflict and the need to reduce it?

The managers should adopt one conflict-handling strategy that will always be best. Demonstrate with examples the conflict handing strategies used for a particular situation in the organisations. (CO5, Analysis)

20. You are a group of partners who own a chain of 15 dry cleaning stores in a medium sized town. You are meeting today to discuss a recent problem in customer service that has surfaced. When anyone of you are spending the day , or even a portion of the day in a particular store, clerks seem to be providing excellent customer service, spotters are making sure all stains are removed from garments and pressers a doing a good job of ironing the clothes that were difficult to iron like silk blouses. Yet during those same visits customers complain to you about such things as stains not being removed and items being poorly pressed in some of their previous orders; indeed, several customers have brought garments in to be redone. Customers also sometimes comment on having waited too long for service on previous visits. You are meeting today to address the problem.

A. Illustrate the extent to which you believe that you have a motivation problem in your stores.

B. Based on your classroom learning prepare a plan to increase the motivation of clerks, spotters and pressers in your organization (CO4, Application)