

Six Pages
S. No. 71013

4/11/23

23PBACT03

Reg. No.									
----------	--	--	--	--	--	--	--	--	--

END SEMESTER EXAMINATION NOV/DEC-2023
First Semester
M.B.A

CORE – III MANAGING ORGANIZATIONAL BEHAVIOUR

Time: Three Hours

Maximum: 75 marks

SECTION A – (15 x 1 = 15 marks)
ANSWER ALL QUESTIONS

1. According to the scientists of organizational behaviour, how are the organization's
A Dynamic and ever-changing B Researching
C Processing D Static
2. The framework is based on the concept of Expectancy, demand and Intention of the human being is.
A Behaviour B Expectancy
C Cognitive D Social learning
3. Due to emphasis on productivity & efficiency, employee are not allowed to work with harmony with one another is a limitation of
A Organizational culture B Organizational structure

C Organizational
behaviour

D Organizational value

4. The forces within a person that affect their direction, intensity and persistence of voluntary behaviour is

A Ability

B Personality

C Extroversion

D Motivation

5. The natural aptitudes and learned capabilities required to successfully complete a task is

A Ability

B Competencies

C Power distance

D Motivation

6. According to the attribution theory, if in an event, all the people who have faced similar encounters react and give responses in a very similar manner. Identify the behaviour shown from the following

A Reliability

B Consensus

C Consistency

D Similarity

7. The problems arising from expression in communication is

A Cultural barriers

B Semantic problems

C Wrong assumptions

D Selecting perception

8. The most important goal of business communication is

A Favourable

B Organizational Goodwill

relationship

between sender and
receiver

OR

- B In Multinational companies, team members often have to communicate information to colleagues based across the globe. However, information exchange frequently fails to occur as efficiently as it should.

Examine the above situation; suggest some guidelines for effective communication in multinational companies.

24. A Most organizations today have scarce resources, ambiguous goals, complex technologies; sophisticated and unstable external environments. It leads the organization to be highly political in nature.

Explain the ways to manage political behaviour in an organization.

OR

- B If you are appointed as the HR Manager of an organization, as a new recruit, how will you negotiate with your employer regarding salary? Explain the different ways to negotiate.

25. A Personality traits are often thought to affect the stress that a person perceives. Specific types of personalities seem to be more susceptible to the effects of stress than others.

Why do different individuals experience different stress? Discuss.

OR

- B Analyse the impact of organizational culture and climate on employee behavior and performance.

C Receiver response D Receiver understanding

9. Communication begins with

A Encoding B Idea generation
C Decoding D Channel selection

10. A worker who behaves in a certain manner to ensure an effective boss-subordinate relationship shows

A Expert power B Reward power
C Referent power D Approval power

11. A person becomes a leader in business without a formal title, this is because the individual possesses the ability to

A Inspire and direct B Motivate and inspire
C Direct and support D Command and influence

12. Mark and his boss are two separate people with opposing wants, which can lead to unrest between the two. – Identify the type of conflict between Mark and his boss.

A Interpersonal B Intrapersonal conflict
C Intergroup conflict D Intragroup conflict

13. The basic source of stress is

A The Environment B Social stressors
C Physiological D Thoughts

14. The important skill in managing the effects of stress is

A Interpersonal skill B Time management

C Communication D Problem solving

15. A corporate philosophy that focuses on improving employee health by eliminating stress is
- A Preventative stress management B Corporate wellness programs
- C Flexible work arrangements D Anger management programs

SECTION B – (2 x 5 = 10 marks)

ANSWER ANY TWO QUESTIONS

16. Discuss the various concepts relevant to Organizational Behaviour.
17. Psychoanalytic theory is based on the notion that an individual gets motivated more by unseen forces. – Interpret the applicability of psychoanalytic theory in organizations.
18. Communication process is a dynamic framework that describes how a message travels between a sender and receiver using various communication channels. – Discuss the key components of the communication process.
19. Successful organization needs both leaders and managers. – Write the difference between leader and manager.
20. Summarize the steps taken by today's organizations to manage stress amongst its employees.

SECTION C – (5 x 10 = 50 marks)

ANSWER ALL QUESTIONS

21. A Organizational Behaviour has great challenge as well as responsibility to deal with the differences in individual behavior in the context of organization. – Comment the various factors influencing individual behaviour in an organization.

OR

- B Mr. Nathan is an employee of RK Pvt. Ltd., who offer to take on part of their co-workers' workload, such as emailing financial reports to certain departments to help lighten their load.

Identify the organizational citizenship behavior of Mr. Nathan and explain its benefits.

22. A Mr. Joshua, HR manager of Tech Solution Ltd., strongly believes that the personality of the employees have a strong impact on work performance. Individual personalities help to form an organization's culture and image.

Recommend some theories of personalities to Mr. Joshua to assess his employees.

OR

- B Analyse the various strategies to be followed by the managers to manage the employees fall under the category of the Theory X and Theory Y.
23. A Ms. Gayathri is the new team leader of AC Solution Ltd. The employees from different departments took part in her project. At first, they did not understand each other's roles. Problems often arise from personality clashes, lack of trust, or role confusion, among others.

Suggest the different stages of group development to Ms. Gayathri to form a strong team.