

Code No: **21BA2T6**

**I MBA - II Semester - Regular / Supplementary Examinations
JULY 2023**

ORGANIZATIONAL BEHAVIOUR

Duration: 3 Hours

Max. Marks: 70

- Note: 1. This question paper contains three Parts-A, Part-B and Part-C.
 2. Part-A contains 8 short answer questions. Answer any **Five** Questions.
 Each Question carries 2 Marks.
 3. Part-B contains 5 essay questions with an internal choice from each unit.
 Each Question carries 10 marks.
 4. Part-C contains one Case Study for 10 Marks.
 5. All parts of Question paper must be answered in one place

BL – Blooms Level

CO – Course Outcome

PART - A

		BL	CO
1. a)	List the importance of Organizational Behaviour.	L1	CO1
1. b)	Explain the attribution theory.	L2	CO2
1. c)	Outline Kelly's personal construct theory.	L2	CO3
1. d)	Spell out the meaning of Virtual Teams and SMWT's.	L1	CO4
1. e)	Identify the role of Process consultations in OD.	L1	CO5
1. f)	List characteristics of Learning Organizations.	L1	CO2
1. g)	Discover the role of Driving force and restraining forces in change management.	L1	CO4
1. h)	How to resolve the Social loafing problem.	L3	CO3

PART – B

			BL	CO	Max. Marks
<u>UNIT – I</u>					
2.	a)	What is Organizational Behaviour? Demonstrate the objectives and various levels of Organizational Behaviour.	L2	CO1	5 M
	b)	Compare and contrast various Organizational Behaviour models.	L4	CO1	5 M
OR					
3.	a)	What are the outputs of Organizational Behaviour system? Also illustrate what you think about the critical issues facing contemporary management. Explain.	L2	CO1	5 M
	b)	Discuss the role of management in the larger societal context. What do you think the managers of the future will be like?	L2	CO1	5 M
<u>UNIT – II</u>					
4.	a)	Evaluate how the basic perceptual process works. Justify, why should managers understand this process?	L5	CO2	5 M
	b)	What is social learning theory? Describe how this process works.	L2	CO2	5 M
OR					
5.	a)	Compare and contrast operant conditioning with classical conditioning. Provide examples of each.	L2	CO2	5 M
	b)	Construct the differences between attitude, values and beliefs.	L3	CO2	5 M

UNIT-III

6.	a)	Outline the major personality attributes influencing organizational behaviour.	L2	CO3	5 M
	b)	What is Transactional Analysis? What are the three ego states encountered during transactional analysis.	L2	CO3	5 M

OR

7.	a)	Model the stages of group development.	L3	CO3	5 M
	b)	Among the various strategies for resolving and preventing conflicts that you have learnt in the subject, which ones do you feel will generally be most effective? least effective? Justify?	L5	CO3	5 M

UNIT – IV

8.	a)	“Listening is an Art, a good leader is a one who listens to even bad music ” justify the comment and also list the essentials of good listening.	L5	CO4	5 M
	b)	Define change dimensions? How to manage the organizational change in a more professional way.	L2	CO4	5 M

OR

9.	a)	Summarize various approaches to managing organizational change.	L2	CO4	5 M
	b)	Identify the reasons for individual resistance to change along with the measures to deal with the same.	L3	CO4	5 M

UNIT – V

10.	a)	Define <i>culture</i> . How do culture and cultural variations affect work behavior and job performance? Discover examples to show why a knowledge of such differences is important for managers.	L4	CO5	5 M
	b)	What do you mean by stress? Spell the reasons for stress and suggest the measures to prevent and cope with stress?	L2	CO5	5 M
OR					
11.	a)	In organizations with which you are familiar, which of the many suggestions for coping with stress would be most applicable? Are the strategies you selected individual or organizational strategies?	L4	CO5	5 M
	b)	What is organizational Development? Identify its goals and characteristics.	L3	CO5	5 M

PART –C

			BL	CO	Max. Marks
12.	Making a Diverse Workplace the Top Priority	Johnson & Johnson is a leader in multinational medical devices as well as pharmaceutical and consumer packaged goods. Founded in 1886, the company has been through generations of cultural differences and is consistently listed among the Fortune 500. Johnson & Johnson is a household name for millions with many of their products lining the shelves of medicine cabinets	L6	CO2	10 M

around the globe. In 2017, Johnson & Johnson took the number two spot on the Thomson Reuters Diversity & Inclusion Index.

At such a multinational company, with over 130,000 employees worldwide, the forefront of the focus on their internal workforce is diversity. At the forefront of their mission statement, this is clearly stated: “Make diversity and inclusion how we work every day.” Having a mission statement is wonderful, but how does Johnson & Johnson live up to these standards day in and day out?

Chief Diversity & Inclusion Officer Wanda Bryant Hope works tirelessly to inject the company with the very founding principles that built the company 130 years ago. She is one of 46 percent of employees worldwide that are women, and is delivering solutions that serve all of the patients and companies that work with Johnson & Johnson.

One initiative that sets Johnson & Johnson apart in the diversity category is their programs and initiatives such as the Scientist Mentoring and Diversity Program (SMDP), which is a yearlong mentorship program pairing ethnically diverse students with industry leaders.

Additionally, the company commits to alignment with Human Rights Campaign Equality Index benchmarks, as well as supporting the armed forces and wounded soldiers. These benefits include transgender-inclusive health insurance coverage and paid

time off after military leave for soldiers to acclimate back to life at home.

These commitments make Johnson & Johnson one of the best cases for a company that is making great strides in a tough cultural climate to bridge the gaps and make all of their employees, customers, and clients feel included and a part of the bigger whole.

Questions:

- a) What diversity challenges do you think Johnson & Johnson management and employees face due to their presence as worldwide organization?
- b) What other considerations should the company take in order to increase their impact of diversity and inclusion in the workplace?
- c) Johnson & Johnson prides themselves on bridging the gender equality gap. What are some challenges or concerns to consider in the future with their hiring practices?