PVP21

Code No: **21BA2T6**

I MBA - II Semester - Regular Examinations SEPTEMBER - 2022

ORGANIZATIONAL BEHAVIOUR

Duration: 3 Hours   Max. Marks: 70

Note: 1. This question paper contains threeParts-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

PART - A

5 x 2 = 10 M

1. a) List out major factors influencing Individual Behaviour.
   b) Outline the Reinforcement theory.
   c) Illustrate Team work.
   d) Model various Stages of Group formation.
   e) Identify the role of Sensitivity Training.
   f) Distinguish between Organizational learning and learning organization.
   g) Discover the difference between formal and informal communication.
   h) Find the differences between Listening versus Hearing.

PART –B

5 x 10 = 50 M

UNIT – I

2.   a) Discover the input variables of organizational behaviour system.

5 M

b) Identify the role of Behavioural Metrics in increasing the effectiveness and efficiency of individuals and organizations.   5 M

<div align="center">OR</div>

3. a) Outline the critical behaviour issues confronting to today's managers.   5 M

   b) Why is it important for managers to understand individual differences at work?   5 M

UNIT – II

4. a) Demonstrate, how does the attribution process work? Provide an example to show why this process is so important in understanding organizational behavior. What can managers do to reduce such biases?   5 M

   b) How can variations in social perception affect everyday work behavior? Provide an example to illustrate.   5 M

<div align="center">OR</div>

5. a) Define learning. Analyze and conclude why is an understanding of learning important for managers?   5 M

   b) What is attitude? How attitude forms ? State the factors influencing attitude.   5 M

UNIT-III

6. a) Summarize the nature and stages of personality development.   5 M

   b) Identify the role of Johari window in solving the interpersonal problems at work place.   5 M

<div align="center">OR</div>

7. a) What are the various types of groups often found in work situations?   5 M

   b) Identify the types of conflict commonly found in organizations, and provide examples of each.   5 M

UNIT – IV

8. a) Illustrate the barriers to effective Listening. Suggest few guidelines to improve the effectiveness and efficiency of Listening. 5 M

   b) **"**Change is a necessary way of life in organization. Most organizations today are faced with tremendous forces for change stemming from different source", justify the comment and state the sources and forces of change. 5 M

OR

9. a) "Survival for the fittest was earlier concept, but today the concept is reframed as survival for the fastest", justify the comment and also educate why change management is necessary? 5 M

   b) What is resistance to change? Enlist the methods that help to overcome resistance to change. 5 M

UNIT – V

10. a) What are the factors shaping Organizational Culture? 5 M

    b) What do you mean by stress and stress management? Examine why is this concept getting lot of prominence in the corporate today? 5 M

OR

11. a) What is Organizational Development? Illustrate the steps involved in Organizational Development process. 5 M

    b) Identify and list out various intervention of Organizational Development. 5 M

PART –C

10 M

CASE STUDY

12. **Managerial Leadership, Sustainability, and Responsible Management: Mindfulness at Google Inc.**

Even though the outside appearance of Google headquarters may be filled with stereotypical visions of nap pods and scenes from "The Internship," there is still a lot of work that is accomplished by those working there. With work, there can come stress, and job-related stress is a huge issue, with studies by the Behavioral Science and Policy Association stating that working long hours has been shown to increase mortality by 20 percent. No matter how many cushy perks you can get, they won't make everyone happy, and Google is combating this with creativity. They attempt to counteract the stress-related issues by offering specific classes—for example Meditation 101 and Mindfulness - Based Stress Reduction. They also encourage their employees to join their online and in-person community called gPause. These specific groups helps support and encourage meditation practice. The key to this stress-reducing revolution at Google is that they have a company culture that supports the behavior. The company also promotes day meditation retreats at a handful of their locations. This type of creativity is sure to take hold at other companies across the globe.

Questions:

a) Google is one of the leading tech companies in the world. What do you think of their approach to handling stress within the workplace? Do you think that this approach will be effective? Why or why not?

b) A company culture that supports stress reduction is key to the success of any program within the company. What are some obstacles that can arise when handling stress within a workplace? What are some methods that you would employ as manager to counteract these obstacles and implement stress-reduction programs within your workplace?