

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI

END-OF-SEMESTER EXAMINATIONS : NOVEMBER-2023

B.COM IB(SF)

MAXIMUM MARKS: 70

SEMESTER : V

TIME : 3 HOURS

PART - III

21UIB514 – ORGANISATION BEHAVIOUR

SECTION - A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. Which of the following is not relevant to OB management functions?
 - A) Human resource management
 - B) Marketing strategies
 - C) Decision-making processes
 - D) Organizational culture

2. When it comes to perception, the "Halo Effect" refers to: _____
 - A) Seeing a circular halo around objects in your field of vision
 - B) Forming an overall impression based on a single characteristic
 - C) A visual distortion caused by poor lighting
 - D) A type of auditory illusion

3. Operant conditioning focuses on: _____
 - A) Associating a conditioned stimulus with an unconditioned stimulus
 - B) Voluntary behaviour and consequences
 - C) Automatic reflexes and instincts
 - D) Classical music appreciation

4. Which leadership theory suggests that leadership effectiveness depends on the leader's ability to adapt to various situations?
 - A) Path-goal theory
 - B) Transformational leadership theory
 - C) Trait theory
 - D) Charismatic leadership theory

(CONTD 2)

5. What is the first stage of group development in Tuckman's model?

- A) Norming
- B) Forming
- C) Storming
- D) Performing

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Illustrate how Trait Theories of personality can be applied to improve employee selection and performance in organizations.
7. Examine the fundamental principles of classical conditioning, and provide examples of how these principles can be applied in the workplace for learning and performance improvement.
8. Illustrate the various stages of group development, and provide examples of factors that can influence a group's progression through these stages.
9. Explain the concept of political behaviour within organizations and how it can influence decision-making and power dynamics.
10. Define the concept of organizational culture and explain how it differs from organizational climate.

SECTION – B

(5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)

11. a) In the context of organizational behavior, how would you apply the concepts of personality assessment and personality-job fit to improve the selection and placement of employees in a hypothetical company facing high turnover.

(OR)

b) Assume you are a manager in an organization facing a challenge in managing a diverse workforce. Develop a plan to address these challenges by applying principles from the field of Organizational Behavior.

12.a) As an HR manager, you've noticed a decline in employee job satisfaction within your organization. How would you investigate and identify the potential sources of this declining attitude, and what strategies would you implement to address and improve work-related attitudes among your employees? Provide a step-by-step action plan.

(OR)

b) Explain how you would apply both classical and operant conditioning principles to design an effective training program for new employees. Additionally, discuss the potential benefits of incorporating social cognitive approaches into your training methodology.

13. a) Describe the key factors that can significantly impact the performance of your team and, subsequently, the project's success.

(OR)

b) Discuss the role of effective interpersonal communication in improving intergroup relations. Provide examples and insights into how communication strategies can foster understanding, collaboration, and harmony among diverse groups

14.a) Compare and contrast behavioural and contingency theories in the context of power and politics within organizations. How do these theories inform your understanding of the dynamics of power, influence, and decision-making, and how can they be applied to navigate the complex landscape of organizational politics effectively

(OR)

b) Examine the role of communication breakdowns as a source of conflict in organizations. How do these breakdowns manifest, and what communication strategies can be employed to prevent or resolve such conflicts effectively?

15. a) Explore the impact of individual differences, such as personality traits, coping mechanisms, and socio-cultural backgrounds, on how people experience and respond to stress.

(OR)

b) Imagine you are a newly appointed HR manager in a struggling company with a toxic organizational culture. Discuss and propose a comprehensive action plan to transform the organization's culture and climate.

SECTION - C

(4 X 10 = 40 MARKS)

ANSWER ANY FOUR OUT OF SIX QUESTIONS

**(16th QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS
(FROM Qn. No : 17 to 21) (K4 (Or) K5)**

16. As a manager in a struggling tech startup, your team's motivation has been dwindling. How would you use a blend of early theories like Maslow's Hierarchy of Needs and contemporary theories like Self-Determination Theory to revitalize your team's motivation? Give practical examples and methods to implement these theories and measure their success.

17. Discuss the perception process, its inherent distortions, and the factors that influence how individuals perceive the world around them. Provide real-life examples to illustrate the concept of perception, the potential distortions, and the impact of factors like culture, past experiences, and emotions on shaping our perceptions.

18. You are an HR consultant hired by a manufacturing company looking to redesign its job roles to enhance employee motivation and job satisfaction. How would you go about designing motivating jobs that align with the principles of job enrichment and engagement? Provide a step-by-step plan, specific job design strategies, and examples of how these changes could positively impact employee motivation and overall organizational performance.

19. Identify and analyze the major barriers to effective communication within modern organizations. Discuss the impact of these barriers on interdepartmental collaboration, employee morale, and overall organizational success.

20. Examine the various sources and types of conflict that can arise in the workplace. Provide real-world examples for each type of conflict and discuss how they can impact an organization's performance and employee well-being.

21. Discuss the different types of organizational culture, such as clan culture, adhocracy culture, market culture, and hierarchy culture. Analyze how each type shapes an organization's values, beliefs, and practices, and provide real-life examples of companies that exemplify these cultural types.