

Register No:

Name:

SAINTGITS COLLEGE OF ENGINEERING (AUTONOMOUS)

(AFFILIATED TO APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY, THIRUVANANTHAPURAM)

FIRST SEMESTER MBA (Integrated) DEGREE EXAMINATION(R), NOVEMBER 2024**(2024 SCHEME)****Course Code : 24IMB105****Course Name : Organisational Behaviour****Max. Marks : 60****Duration:3 Hours****PART A***(Answer all questions. Each question carries 2 marks)*

1. Why OB is important in a workplace setting?
2. Describe Attitude
3. Define Leadership
4. Name two effective stress prevention and management strategies in the workplace.
5. Briefly describe the conflict process.

PART B*(Answer one full question from each module, each question carries 8 marks)***MODULE I**

6. Explain the limitations of Organizational Behaviour as a field of study. What are the potential drawbacks of relying on OB theories for managing people and organisations? 8

OR

7. Discuss the nature of Organizational Behaviour (OB) and explain how it helps in understanding and managing individual and group behaviour within an organisation 8

MODULE II

8. Illustrate the effect of employee attitudes and its impact on organizational performance 8

OR

9. Explain the perceptual process and discuss how perceptual grouping influences decision-making in the workplace. Provide examples to illustrate your answer. 8

MODULE III

10. Describe the Johari Window model, explaining the four quadrants and how they relate to interpersonal awareness in teams. 8

OR

11. Evaluate Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory. How can these theories be applied to improve employee motivation and satisfaction in the workplace? 8

MODULE IV

12. How can organizations create a balance between maintaining a strong corporate culture and adapting to external environmental changes 8

OR

13. Analyze the role of stress moderators, such as personality traits and social support, in managing work-related stress. How can organizations use these moderators to improve employee well-being? 8

MODULE V

14. Discuss strategies that leaders can use to manage organizational politics and reduce its negative impact on employees and organizational effectiveness. 8

OR

15. Outline the conflict process in detail. How does understanding the conflict process help managers resolve conflicts more effectively? 8

PART C

(Compulsory question, the question carries 10 marks)

16. Creative Solutions, a design agency, has recently noticed a decline in employee morale and productivity. The management is concerned about how individual differences among employees are affecting work behavior. They've observed varying personality traits, which seem to impact team dynamics and collaboration. Additionally, attitudes toward work have shifted, with some employees expressing dissatisfaction. To address these issues, HR is considering strategies to assess employee attitudes and the perceptual processes that influence their behavior. They aim to understand how emotional intelligence and different learning theories (such as operant conditioning and social learning) can be utilized to improve workplace dynamics and enhance performance.

Question:

As an organizational behavior consultant, how would you advise Creative Solutions to address the challenges related to individual differences and work behavior? (5 Marks)

Discuss the importance of understanding personality traits, the impact of employee attitudes, and how concepts like emotional intelligence and learning theories can be leveraged to enhance team performance and morale. (5 Marks)
