

Reg. No. \_\_\_\_\_

Name: \_\_\_\_\_

## SECOND TRIMESTER MBA DEGREE EXAMINATION JANUARY 2018

**MBA 21 ORGANISATIONAL BEHAVIOUR II**

Max. Marks: 60

Duration: 3 Hours

**Part A****Answer all questions. Each question carries 2 marks**

1. Explain Organizational socialization process and illustrate its stages using a neat diagram.
2. Discuss role, status, norm and values of a social system
3. List any four issues impacting organizational behavior because of globalization
4. Write note on OD intervention. Explain role negotiation and Grid OD.
5. Explain the process of ethical decision making..

(5x2 marks = 10 marks)

**Part B****Answer any 3 questions. Each question carries 10 marks**

6. "Merging cultures may not always prove successful". Discuss strategies for merging cultures.
7. Why an organization is called a 'social system? Elaborate on the importance of effective socialization for developing sustainable cultures.
8. Elucidate the different types of Organizational misbehavior. Discuss the individual and organizational determinants of Organizational misbehavior.
9. Explain counseling. Elaborate the different types of counseling and suggest at least one instance where these types of counseling may be applied.
10. Discuss the issues which are involved in managing multi-cultural teams.

(3x10 marks = 30 marks)

**Part C****Compulsory question, the question carries 20 marks**

11. A junior member of staff has just returned to work after taking special leave to care for her elderly mother. For financial reasons she needs to work full-time. She has been having difficulties with her mother's home care arrangements, causing her to miss a number of team meetings (which usually take place at the beginning of each day) and to leave work early. She is very competent in her work but her absences are putting pressure on her and her overworked colleagues. You are her manager, and you are aware that the flow of work through the practice is coming under pressure. One of her male colleagues is beginning to make comments such as "a woman's place is in the home", and is undermining her at every opportunity, putting her under even greater stress.
  - A) Discuss how would you deal this case of misbehavior (6)
  - B) How could you as a manager encourage diversity in the organization. (4)
  - C) There are three keys to empowering people and organizations: information sharing, creating autonomy through structure and replacing the hierarchy with teams'. Discuss how you can improve the efficiency of your team through empowerment. (10)