

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
First Semester MBA Degree Examination December 2021 (2020 scheme)

Course Code: 20MBA105

Course Name: ORGANIZATIONAL BEHAVIOUR

Max. Marks: 60

Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks

Marks

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| 1 | Mention the disciplines contributing to the field of organizational behaviour. | (2) |
| 2 | What is personality? List the factors determining personality. | (2) |
| 3 | How can cohesiveness and group diversity support group effectiveness? | (2) |
| 4 | How is leadership different from power? | (2) |
| 5 | List any four tactics for overcoming resistance to change. | (2) |

PART B

Answer any 3 questions. Each question carries 10 marks

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| 6 | ‘Organisational theories should follow the contingency approach.’ Comment on the accuracy of this statement. | (10) |
| 7 | How do individual differences and organisational constraints influence decision making? | (10) |
| 8 | Enumerate the benefits and limitations of teams and explain why employees join informal groups. | (10) |
| 9 | Describe the five stages in the conflict process. | (10) |
| 10 | Highlight the strategies that employees might use to deal with stressful events in their workplace. | (10) |

PART C

Compulsory question carrying 20 marks

- 11 Fatima is a middle level manager in an organisation and is doing well in her job. She is consistently making her required bench marks and goals. She has built successful relationships with her colleagues and senior management has identified her as having high potential. But she is not satisfied with her job. She

is interested in understanding how her organisation can use social media in marketing efforts at all levels of the organisation but her job does not allow her to work on this idea. She wants to quit and find something that better suits her passion, but in her economic situation this may not be an option. So she has decided to proactively reconfigure her current job.

Fatima is part of a movement toward job crafting which is the process of deliberately reorganising your job so that it better fits your motives, strength and passion. She first noticed that she was spending much of her time monitoring her team's performance and answering questions, and not enough time working on creative projects that inspire her. She then considered how to modify her relationship with the team so that her activities incorporated her passion for social media strategies with the team's activities more centered on developing new marketing. She also identified members of her team who might be able to help her implement her new strategies and directed her interactions with these individuals toward her new goals. As a result her engagement in her work increased and she developed new ideas that were recognised and advanced within organisation. Thus she found that by actively and creatively examining her work, she was able to shape her job into one that is truly satisfying.

Questions:

1. Should organisations work to create jobs that are satisfying to individual employees? (6)
2. How far do you think the above case can be applied to create job satisfaction? (7)
3. Are there any drawbacks to the method adopted by Fatima to find job satisfaction? If so how can it be eliminated? (7)
