

**B. Sc. DEGREE END SEMESTER EXAMINATION : MARCH 2023**  
**SEMESTER 6 : PSYCHOLOGY**  
**COURSE : 19U6CRPSY09 : MANAGING BEHAVIOUR IN ORGANIZATIONS**  
*(For Regular - 2020 Admission)*

Time : Three Hours

Max. Marks: 75

**PART A**

**Answer All (1 mark each)**

1. Group exercises in which individuals focus on their actions, how others perceive their actions, and how others generally react to them are called .....
2. Deepali is offered a promotion as the head of branch going to be opened in Bangalore next year. She currently lives in Kochi with her children, studying in 11<sup>th</sup> and 9<sup>th</sup> standards and her husband working abroad. She is in a conflict whether to take the promotion or not. Identify the conflict.
3. .... is a conflict that is beneficial to organizational goals and objectives.
4. Who proposed the Administrative Man model of decision making?
5. Which step of organisational change shifts the organization's behavior to a new level?
6. Some companies have shared workspaces and cubicles. Which element of organisational culture is reflected here?
7. Set of standards and code of conduct that defines what is right, wrong, and just in human actions is called .....
8. Corporate chants are an example of .....
9. Steve Ballmer, former CEO of Microsoft, is attracted to facts and hard data and sees things as "black or white, on or off." Based on Carl Jung's theory, which decision making style does he fit?
10. .... is a process in which one party perceives that its interests are being opposed or negatively affected by another party.

**(1 x 10 = 10)**

**PART B**

**Answer any 8 (2 marks each)**

11. Write a note on Changes in Administration System.
12. What do you mean by whistleblowing?
13. Differentiate between Entrepreneurial Culture and Market Culture.
14. Which one would you prefer under between individual and group decision making under normal circumstances and why?
15. Define survivor syndrome.
16. Why is it important for managers to be ethical while exercising power in organizations?
17. Define ethical dilemmas.
18. What is the role of optimism in the experience of job stress?
19. Differentiate between Perceived Conflict and Felt Conflict.
20. What is meant by diversity-based infighting? When does it occur?

**(2 x 8 = 16)**

**PART C**

**Answer any 5 (5 marks each)**

21. Based on your own experience as an intern, identify a situation that was a source of stress to you. What were the factors that contributed to the stress and what was the impact?
22. Compare and contrast two divergent views on corporate social responsibility.
23. Describe how organizations use symbols and stories to communicate values and beliefs.
24. Identify any major decision that you have taken lately. Discuss this decision with the help of the three phases in the decision-making process.
25. Define social responsibility. Trace its historical development.
26. Define legitimate power and give an example. What are the major sources of legitimate power?
27. Differentiate between Planned and Unplanned External Changes.

**(5 x 5 = 25)**

**PART D**

**Answer any 2 (12 marks each)**

28. What is groupthink? Explain the symptoms of groupthink with examples.
29. Describe the process of organizational socialization and its effect on culture.
30. Discuss the outline and major consequences of stress. How do physiological and psychological consequences impact the health of an individual?
31. Describe the effective strategies and tactics for negotiating.

**(12 x 2 = 24)**