

B. Sc. DEGREE END SEMESTER EXAMINATION - MARCH 2024**SEMESTER 6 - PSYCHOLOGY****COURSE : 19U6CRPSY09 - MANAGING BEHAVIOUR IN ORGANIZATIONS***(For Regular - 2021 Admission and Supplementary -2020 Admission)*

Time : Three Hours

Max. Marks: 75

PART A**Answer All (1 mark each)**

1. In Maruti Udyog, every morning, all the employees start their day with assembling and doing yoga. This is an example of -----.
2. Who proposed the unfreezing–transforming–refreezing model of planned change?
3. As a professor, Mathew has to teach in a class where his daughter is studying. Identify the type of role conflict Mathew face.
4. An individual's ability to influence others' behaviors because of recognized competencies, talents, or specialized knowledge is called -----.
5. ----- is a process in which two or more interdependent individuals or groups who perceive that they have both common and conflicting goals state and discuss proposals and preferences for specific terms of a possible agreement.
6. ----- is derived from a Greek word meaning "The fitting together of diverse elements".
7. An organization that practices formality, rules, standard operating procedures, and hierarchical coordination has a ----- culture.
8. ----- is the tendency to interpret issues and options in either positive or negative terms.
9. ----- is the change concerned with human resources planning and enhancing employee competence and performance.
10. *Those who have plenty should give to those who do not.* This is called principle of -----

(1 x 10 = 10)**PART B****Answer any 8 (2 marks each)**

11. Define role conflict.
12. Define social audit.
13. Based on your experience, give examples of effective and ineffective uses of power and their outcomes.
14. Explain how an organization can be legal but socially irresponsible at the same time.
15. What are some of the benefits of employee counselling?
16. If you could be strong in one type of power, which type would it be? Why?
17. How are relationship strategies of OD different from structural strategies?
18. Differentiate between Bureaucratic Culture and Market Culture.
19. What are the advantages and disadvantages of individual and group decision making?
20. How would Delphi Technique affect decision making in a network organisational design?

(2 x 8 = 16)

PART C

Answer any 5 (5 marks each)

21. Write a note on Conflict Resolution through Third party Mediation.
 22. Distinguish between social obligation, social responsibility and social responsiveness.
 23. How does national culture affect organisational culture?
 24. Explain the concept of stress with the help of general adaptation syndrome. How does it relate to the tolerance level of individuals in organizations?
 25. Discuss common pitfalls of group decision making.
 26. What do you mean by ethical decision making in organizations? Explain the interactionist model of ethical decision making in organizations
 27. Discuss important tactical choices involving the speed and style of a change effort.
- (5 x 5 = 25)**

PART D

Answer any 2 (12 marks each)

28. Discuss employee counselling. Explain the characteristics of employee counselling, highlighting the process involved.
 29. What is organizational culture, and what are its common characteristics? Explain with examples.
 30. Apply the rational model of decision making in a scenario and contrast it with bounded rationality.
 31. Explain the various strategies for negotiation.
- (12 x 2 = 24)**