

B. Sc DEGREE END SEMESTER EXAMINATION - MARCH 2025**SEMESTER 6 : PSYCHOLOGY****COURSE : 19U6CRPSY09 - MANAGING BEHAVIOUR IN ORGANIZATIONS***(For Regular 2022 Admission and Supplementary 2021/2020 Admissions)*

Time : Three Hours

Max. Marks: 75

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

1. The ----- occurs when a group makes a choice riskier than the choice group members would have made individually.
2. Which step of organisational change shifts the organization's behavior to a new level?
3. An individual's ability to influence others' behaviors because of the person's formal position in the organization is called -----.
4. An organization that practices formality, rules, standard operating procedures, and hierarchical coordination has a ----- culture.
5. As a professor, Mathew has to teach in a class where his daughter is studying. Identify the type of role conflict Mathew face.
6. ----- is derived from a Greek word meaning "The fitting together of diverse elements".
7. The ----- is an area within which employees will accept certain directives without questioning the leader's power.
8. The set of shared values and norms that control organizational members' interactions with each other and with people outside the organization is called -----.
9. ----- suggests that any situation can be considered to be in a state of equilibrium resulting from a balance of forces constantly pushing against each other.
10. An organizationally created code used to encourage ethical behaviour by all organizational members is called -----

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

11. What does quality-of-work life barometer measure?
12. How does organizational politics influence the experience of stress?
13. Distinguish between Intrapersonal and Interpersonal Conflicts.
14. If you could be strong in one type of power, which type would it be? Why?
15. Define burnout
16. Differentiate between principles of charity and principle
17. Explain the importance of a fit between individual values and organizational culture.
18. Write a note on Changes in Administration System.
19. Differentiate between Programmed and Non-programmed Decisions.
20. Which one would you prefer under between individual and group decision making under normal circumstances and why?

(2 x 8 = 16)

PART C

Answer any 5 (5 marks each)

21. Define both ethics and social responsibility. How are they alike? How do they differ?
22. Distinguish between social obligation, social responsibility and social responsiveness.
23. Discuss common pitfalls of group decision making.
24. To implement OD successfully in different cultures, what qualities should be demonstrated by those involved? Why are these relevant?
25. Define legitimate power and give an example. What are the major sources of legitimate power?
26. 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?
27. Explain Culture as a liability with the help of an example.

(5 x 5 = 25)

PART D

Answer any 2 (12 marks each)

28. How can Organisational Culture be maintained through Socialisation? List out the steps given by Richard Pascale.
29. Taking an example of an organisational decision, create a plan for group decision making using any of the models of decision making.
30. Explain the six major elements of negotiations.
31. Discuss employee counselling. Explain the characteristics of employee counselling, highlighting the process involved.

(12 x 2 = 24)