

Reg. No.....

Name.....

B A, B SC, B COM DEGREE END SEMESTER EXAMINATION - APRIL 2025**UGP (HONS.) SEMESTER - 2: CORE COURSE****COURSE: 24UCCRBBA105– HUMAN BEHAVIOUR AND ORGANISATION***(For Regular 2024 Admission)*

Time: 2 Hours

Max. Marks - 70

PART A**Answer any 5 out of 8 questions****(5x 3= 15 Marks)**

1. Define Organizational Behavior . (R) (CO1)
2. Discuss the relationship between individual behavior and organizational performance.
· (U) (CO1)
3. What are the key differences between individual and group behavior? (U) (CO1)
4. Explain the different types of organizational structure and their significance. (U) (CO2)
5. Discuss the role of leadership in organizational design. (U) (CO2)
6. Explain the different types of organizational culture. (U) (CO1)
7. Analyze the role of motivation in enhancing employee performance. (U) (CO2)
8. Explain the significance of organizational design in improving efficiency and effectiveness.
· (U) (CO1)

PART B**Answer any 3 out of six questions****(3 x 5 = 15 Marks)**

9. Discuss the impact of Organizational Behavior on management decision-making. (A - CO1)
10. Explain the stages of team development and their importance in teamwork. (A - CO2)
11. Assess the role of leadership in shaping organizational culture and structure. (An - CO2)
12. Examine the role of perception in workplace behavior and decision-making. (An - CO3)
13. Discuss different power tactics used in organizations, providing real-world examples. (A – CO3)
14. Compare and contrast various conflict resolution styles and their effectiveness. (E – CO3)

PART C**Answer any two questions out of four questions**

15. Analyze how Organizational Behavior influences management practices and decision-making with real-life examples. (An) (CO1)
- OR
16. Explain the role of ethical values in organizations and evaluate how they change over time. (E) (CO3) **(1x 20=20)**

17. Analyze the below case study

Tesla, a global leader in electric vehicles and clean energy, has faced various organizational behavior challenges due to its fast-paced innovation-driven culture. Under the leadership of Elon Musk, the company has been known for its ambitious goals and intense work culture. However, this has led to high employee turnover, concerns about work-life balance, and challenges in cross-functional collaboration. Tesla's rapid expansion has also resulted in supply chain pressures and workplace stress, with employees often reporting burnout and tight production deadlines. The leadership style at Tesla is both visionary and demanding. Musk's hands-on approach and high expectations have fostered a culture of innovation but have also led to internal conflicts, with employees expressing concerns over job security and managerial pressures. The company has made efforts to implement wellness programs and flexible work arrangements, yet balancing aggressive growth with employee well-being remains a key challenge. Additionally, Tesla's decentralized and high-risk decision-making process often results in quick product developments but can sometimes create chaos in operational execution. Employees working in research and development often experience pressure to meet ambitious deadlines, which may compromise quality and increase workplace stress. The lack of clear communication between teams also hinders collaboration, leading to inefficiencies in production and supply chain management. Furthermore, Tesla's high-performance expectations have created an environment where employees feel pressured to work long hours, impacting job satisfaction and retention rates. Despite these challenges, Tesla continues to be a leader in the industry due to its innovative approach and strong brand appeal. The company has attempted to address these issues by introducing new policies, such as flexible work options and mental health support programs, but ensuring their effectiveness remains a concern.

Answer the following:

1. Highlighting the importance of leadership in shaping organizational culture.
2. Discuss how Tesla's leadership style impacts employee motivation and organizational effectiveness.
3. Identify two key organizational challenges Tesla faces and suggest ways to address them.

Or

18. Analyze the below case study

Amazon is known for its rapid expansion and adaptability in the global marketplace. Over the years, the company has undergone several strategic changes, including automation in warehouses, AI-driven customer support, and workforce restructuring. However, these changes have not been without challenges, including employee resistance, job displacement concerns, and issues related to organizational communication. Employees have expressed concerns about work intensification, reduced human interaction, and the

impact of automation on job roles. The leadership at Amazon has introduced programs to ease these transitions, such as reskilling initiatives, mentorship programs, and increased employee feedback mechanisms. Despite these efforts, striking a balance between operational efficiency and employee satisfaction remains an ongoing challenge. The company's hierarchical decision-making process has also contributed to delays in addressing workforce concerns, raising questions about the effectiveness of its change management strategies. Additionally, Amazon's performance-driven work culture places high demands on employees, which has led to criticism regarding workplace stress, particularly in fulfillment centers. The company's focus on data-driven management sometimes results in a lack of personalized attention to employee concerns, causing disengagement among lower-tier workers. The introduction of AI and machine learning in logistics and retail operations has streamlined processes but has also created uncertainty regarding job security.

While Amazon's rapid adaptation to technological advancements ensures its market leadership, addressing employee concerns about work conditions remains a challenge. The company must continue refining its policies to maintain a balance between efficiency and employee satisfaction.

Answer the following:

1. Highlight Amazon's approach to change management.
2. Discuss how Amazon manages employee resistance to organizational change.
3. Identify two key factors that influence the success of change management strategies and suggest improvements for Amazon. (CO2, Evaluate) **(1x2=20)**