

B. Sc. DEGREE END SEMESTER EXAMINATION - MARCH 2026**SEMESTER 6 : PSYCHOLOGY****COURSE : 19U6CRPSY09 : MANAGING BEHAVIOUR IN ORGANIZATIONS***(For Regular 2023 Admission and Supplementary 2022/ 2021/2020 Admissions)*

Time : Three Hours

Max. Marks: 75

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

1. Efforts to block the introduction of new approaches are called -----.
2. ----- is a form of recognition (social, physical or emotional) that we receive from people around us.
3. ----- involves actions by individuals, teams, or leaders to acquire, develop, and use power and other resources in order to obtain preferred outcomes.
4. Who proposed the unfreezing–transforming–refreezing model of planned change?
5. Name one way of communicating an organisation's culture to the employees.
6. An organization's obligation to engage in activities that protect and contribute to the welfare of society is called -----.
7. Shane got two job offers while in his final year in college. One job is far away from home but pays well. One job is close to home but has no room for advancement. Being an only child, he is confused which job to choose from. Identify his conflict.
8. Some companies have shared workspaces and cubicles. Which element of organisational culture is reflected here?
9. Who developed Synectics technique?
10. 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?

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

11. How would Delphi Technique affect decision making in a network organisational design?
12. How does economic uncertainty influence the experience of stress?
13. What do you mean by organizational diversity?
14. What is the societal welfare perspective on job satisfaction?
15. A new sales trainee says to her peer, "You handled that client's complaint so tactfully! I could never have handled that as well as you did." Which power tactic is used here? Give reasons for your answer.
16. Which is the most effective styles of handling conflicts according to you? Why?
17. Name any two factors to consider in deciding whether a top-down or participatory approach to change is best.
18. Define participative counselling.
19. Differentiate between Entrepreneurial Culture and Market Culture.

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. Differentiate between characteristics of Type A and Type B personalities. How is it connected to stress.
22. Discuss important tactical choices involving the speed and style of a change effort.
23. Which situational factors affect the choice of power tactics? How?
24. Discuss the managerial values associated with profit- maximizing management, trusteeship management and quality of life management.
25. Identify the different means of generating alternatives.
26. Explain with the help of an example the techniques that can be used to diagnose Organisational Culture.
27. Compare and contrast two divergent views on corporate social responsibility.

(5 x 5 = 25)

PART D

Answer any 2 (12 marks each)

28. Discuss intraindividual forms of conflict occurring in workplace.
29. Describe employee empowerment, giving specific attention to its operationalization and implications for effective outcomes.
30. Discuss the steps involved in the development of organisational cultures.
31. Explain with the help of examples the seven decision making techniques introduced By Johnson and Johnson.

(12 x 2 = 24)