GL BAJAJ
Institute of Management & Research, PGDM Institute
Greater Noida
FIND YOUR SPARK

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2023-24)
END TERM EXAMINATION (TERM -I)

Subject Name: **Management Concept and Organizational Behaviour**	Time: **02.00 hrs**
Sub. Code: **PG11**	Max Marks: **40**

Note:

All questions are compulsory. Section A carries 5 marks: 5 questions of 1 mark each, Section B carries 21 marks having 3 questions (with internal choice question in each) of 7 marks each and Section C carries 14 marks one Case Study having 2 questions of 7 marks each.

Kindly write the all the course outcomes as per your TLEP in the box given below:

CO1-Define and understand the field of management and organizational behavior and recognize the range of applications of organizational behaviour theory and relate it with other business functions.
CO2 - Identify the components of Individual Behaviour and apply the concept of Perception and Personality in decision making.
CO3— Understand and apply the concept of Perception, Attitudes, Values, Emotions and Motivation when confronted with different situations that are common in modern organizations.
CO4- Analyse the behaviour of individuals and groups in organisations in terms of the key factors that influence organisational behaviour like leadership, power, politics, conflict and demonstrate skills required for working in groups
CO5- Able to justify how organizational change and culture affect working relationships within organizations and experiment relevant theories to solve problems of well-being and stress.

SECTION - A

Attempt all questions. All questions are compulsory.   **1×5 = 5 Marks**

Questions	CO	Bloom's Level
Q. 1: (A).Mention three levels of analysis in OB Model **Q. 1: (B).Briefly mention the challenges and opportunities for managers in using OB concepts** **Q. 1: (C).Define POSDCORB** **Q. 1: (D). Briefly explain Espirit de Corps** **Q. 1: (E). Write short note on Scientific Management** (Entire Sec A to be assigned one CO.)	CO1	L1 L2

SECTION – B

All questions are compulsory (Each question have an internal choice. Attempt any one (either A or B) from the internal choice)   **7 x 3 = 21 Marks**

Questions	CO	Bloom's Level
Q. 2: (A). "Explain how the MARS Model can be applied to improve employee performance in a customer service department. Provide specific examples for each component of the model **Or** **Q. 2: (B). "In a job interview, Sarah perceived the interviewer as disinterested, affecting her confidence. How does perception influence our interactions and decisions? What strategies can individuals employ to enhance their perceptual accuracy in high-stakes situations like interviews? How might misperceptions impact professional outcomes?"** (internal choices with two questions corresponding to the same CO)	CO2	L1 L2 L3
Q. 3: (A). Explain Maslow's Hierarchy of Needs theory and its relevance in understanding employee motivation. How can organizations apply this theory to create a more motivating work environment? Provide examples of how different levels of needs can be addressed in the workplace. **Or** **Q. 3: (B).** How do attitudes influence behavior in the workplace? Provide examples of how employees' attitudes, such as job satisfaction and organizational commitment, can impact their performance and interactions with colleagues. (internal choices with two questions corresponding to the same CO)	CO3	L2 L3
Q. 4: (A). What are the key strategies for effective stress management in the workplace? Discuss how organizations can promote stress awareness and create a supportive environment for employees to cope with stress. Provide examples of stress management programs or initiatives that have been successful in reducing workplace stress and improving overall well-being. **Or** **Q. 4: (B).** Explain the Lewin's Change Management Model and its three stages. How can this model help organizations navigate and implement change effectively? (internal choices with two questions corresponding to the same CO)	CO5	L5 L6

SECTION - C

Read the case and answer the questions   **7×02 = 14 Marks**

Questions	CO	Bloom's Level

Q. 5:Case Study: Conflict Resolution at Tech Innovators Inc.	CO4	L3 L4
Background: Tech Innovators Inc. is a fast-growing technology company that specializes in software development. With over 500 employees worldwide, the company has been successful in delivering innovative solutions to clients. However, in recent months, a conflict has arisen within one of its project teams that needs resolution. **Case Description:** Tech Innovators Inc. formed a cross-functional project team to develop a cutting-edge software product for a high-profile client. The team comprises members from different departments, including software development, quality assurance, and project management. Initially, the team was enthusiastic and collaborative, working efficiently to meet project deadlines.However, as the project progressed, conflicts emerged among team members. The conflicts primarily revolve around differences in work styles and communication preferences. Some team members prefer an agile and flexible approach to problem-solving, while others favor a structured and methodical approach. These differences in work styles have led to misunderstandings, missed deadlines, and declining morale. Questions: **Q. 5: (A).** How can you categorize the conflict within the project team? Is it primarily task-related, relationship-related, or process-related?Explain. **Q. 5: (B).** What strategies or interventions can the organization implement to address and resolve the conflicts within the project team?		

Kindly fill the total marks allocated to each CO's in the table below:

COs	Marks Allocated
CO1	5 Marks
CO2	7 Marks
CO3	7 Marks
CO4	7 Marks
CO5	7 Marks

(Please ensure the conformity of the CO wise marks allocation as per your TLEP.)

Blooms Taxonomy Levels given below for your ready reference:

L1= Remembering
L2= Understanding
L3= Apply
L4= Analyze
L5= Evaluate
L6= Create