



10902

I Semester M.B.A. Degree Examination, July 2022
(CBCS Scheme)
MANAGEMENT

Paper – 1.2 : Organizational Behaviour



Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** questions, **each** carries **5** marks.

(5×5=25)

1. "OB is an interdisciplinary subject." Discuss.
2. Briefly explain the determinants of personality with examples.
3. Elaborate on the effective ways of managing the perceptual process and avoiding perceptual errors.
4. Explain the classifications under organizational reward system.
5. Discuss the principles of learning with appropriate examples.
6. Elucidate the managerial challenges and issues in motivation.
7. What is organizational development ? Discuss the methods of organizational development.

SECTION – B

Answer **any three** questions, **each** carries **10** marks.

(10×3=30)

8. Explain transactional analysis in detail and discuss its merits and demerits.
9. Explain Victor Vroom's valence and instrumentality theory and bring out its implications to modern managers.
10. Discuss in detail the steps involved in the learning process with examples.
11. Explain in detail Hersey and Blanchard's situational leadership theory. Also bring out the challenges a leader would face in context with this theory.

P.T.O.



SECTION – C

Compulsory Question.**(15×1=15)**

12. Case study.

Over the past century, the average age of the workforce has continually increased as medical science continues to enhance longevity and vitality. The fastest-growing segment of the workforce is individuals over the age of 55. Recent medical research is exploring techniques that could extend human life to 100 years or more. In addition, the combination of laws prohibiting age discrimination and elimination of defined-benefit pension plans means that many individuals continue to work well past the traditional age of retirement. Unfortunately, older workers face a variety of discriminatory attitudes in the workplace. Researchers scanned more than 100 publications on age discrimination to determine what types of age stereotypes were most prevalent across studies. They found that stereotypes suggested job performance declined with age, counter to empirical evidence presented earlier in this chapter that relationships between age and core task performance are essentially nil. Stereotypes also suggest that older workers are less adaptable, less flexible, and incapable of learning new concepts. Research, on the other hand, suggests they are capable of learning and adapting to new situations when these are framed appropriately. Organizations can take steps to limit age discrimination and ensure that employees are treated fairly regardless of age. Many of the techniques to limit age discrimination come down to fundamentally sound management practices relevant for all employees: set clear expectations for performance, deal with problems directly, communicate with workers frequently, and follow clear policies and procedures consistently. In particular, management professionals note that clarity and consistency can help ensure all employees are treated equally regardless of age.

Questions :

- 1) What changes in employment relationships are likely to occur as the population ages ?
- 2) Do you think increasing age diversity will create new challenges for managers ? What types of challenges do you expect will be most profound ?
- 3) How can organizations cope with differences related to age discrimination in the workplace ?