



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

POST GRADUATE DIPLOMA IN MANAGEMENT (2017- 2019)
END TERM EXAMINATION (TERM - I)

Subject Name- **Organization Behavior**
Sub. Code: - **PG01**

Time: **02.00 hrs**
Max Marks: **50**

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section a carries 2 Case Studies, 10 marks each. Section B carries 2 questions of 10 marks each and Section C carries 5 questions 2 marks each.**

SECTION -A

10×02 = 20 Marks

Q. 1: Case Study:

A Division administrator contacted Human Resources because of a male employee who, for a period of four years, had engaged in harassing behavior that included threatening hand gestures, facial sneers, hitting another employee with a refrigerator door, being confrontational and intimidating others. In addition, the one employee had made racially derogatory remarks and was badgering and confrontational. The employee had a history of complaining about alleged mistreatment at his workplace. Eight formal internal complaints were documented about the behavior of four coworkers. In formal and informal complaints, he had claimed sexual harassment, reprisals, retaliation, hostile behavior, and racial harassment. He claimed there was a conspiracy against him. He said that he had received prank calls from a coworker. In about a four-month period, he had filed five complaints alleging coworkers had engaged in racial discrimination and lying. No complaints were sustained. Over a four-year span, few of his complaints resulted in coworkers being counseled about their behavior. Most of his complaints were not sustained. His supervisor and coworkers started to complain about his behavior. He asked if he could get directives in writing. He was observed making extensive use of the telephone for personal calls. He yelled at a coworker. His continuous talking was interfering with other coworkers' productivity. He was tardy to work. His supervisor complained about the employee causing her stress. He was noted as moody, making threatening gestures (punching his fist into the palm of his hand), and recording his conversations with everyone by means of a tape recorder. He was asked to calm down as his voice escalated and got very loud. He was unwilling to work required overtime. He asked a supervisor if he could bring a gun to work in order to protect him. When he was told "no," he asked if he could bring pepper spray to work. A coworker claimed that the employee confided that he carried a knife in his socks. The employee was placed on leave with pay in order to conduct an investigation of his work environment. Three years later, the company sought to take action to resolve this situation.

1. Do you agree with the employer's willingness to retain the employee?
2. Being a prospective manager, how would you identify a threat assessment if a similar situation occurred in your organization?

Q. 2: Case Study: Thank Goodness, It is Friday!

You are sitting at your desk quietly winding up your work for the day. It's Friday afternoon and your thoughts turn to your plans for the weekend. Suddenly you are startled by some commotion you hear in the hall. You recognize the voices of your coworkers John and Sarah. Sarah is yelling at John to stop bothering her, that she is sick and tired of his sexual harassment. John is yelling back at her, telling her she's crazy and that he can't stand to be with her, much less sexually harass her. The screaming continues and you step out into the hall to try to intervene. About that time, John storms off saying to Sarah, "I hope you have a horrible weekend, I'll make sure that you do!" Sarah is shaking and runs out the door. You start thinking about what you should do. All you really want to do is go home and forget this event. It will cool down by Monday. Something bothers you, though. You know that John is an avid gun collector and user and there have been rumors that he has hit his wife. Suddenly you are worried about Sarah.

1. Do you think you should get involved in this situation?
2. What are you going to do now?

SECTION -B

10×02 = 20 Marks

Q. 3: Giving examples, distinguish between personality and perception. Also explain various Perceptual Errors.

Q. 4: Do Values differ across generations? How so? Being an entrepreneur of Signet Corporation which is a Service Industry what values would you impart in context of Organization Behavior?

SECTION- C

05×02 = 10 Marks

Q. 5 Attempt all the questions

- (A): Explain why it is important for supervisors to understand the *Selectivity and Stereotyping* aspects of perception.
- (B): Relevance of Maslow's hierarchy of needs in the VUCA world organizations.
- (C): Attitudinal Components and Cognitive Dissonance Theory
- (D): Classical Conditioning theory of Learning.
- (E): MBTI