

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

POST GRADUATE DIPLOMA IN MANAGEMENT (2021-23)

MID TERM EXAMINATIONS (TERM-I)**Academic Session- 2021-22**Subject Name : **Organizational Behaviour-I (OB-I)**Time: **01.30 hrs**Sub. Code: **PG-01**Max Marks: **20****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 1 Case Study of 8 marks. Section B carries 3 questions of 2 marks each and Section C carries 2 questions of 3 marks each.**

SECTION– A**04+04 = 08 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.

Question:

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

SECTION– B

02×03 = 06 Marks

- Q. 2: Give your own views on the changing nature of the work organization.
- Q. 3: Evaluate the application of the systems approach to the analysis of work organizations. Suggest an example of a work situation in which the systems approach might be appropriate
- Q. 4: Discuss the relevance of MARS model in terms of regulating and analyzing your behaviour in professional set up and deriving results.

SECTION– C

03×02 = 06 Marks

- Q.5. What are the main conclusions that can be drawn from the principles of FW Taylor? Discuss critically the relevance of these principles for management and organizational behavior today.
- Q. 6. Describe how globalization and total quality are affecting organizational behavior. Why is managing organizational behavior in changing times challenging?

Mapping of Questions with Course Learning Outcome

COs	Question Number(s)	Total Marks Allocated to the CO
CO1	3 &5	5
CO2	6	3
CO3	4	3
CO4	2	2
CO5	1	8