Name: Enrolment No:	**UPES**

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: **Organizational behaviour**   Semester: I
Programme: MBA (OG)   HRES 7002
Time: 03 hrs.   Max. Marks: 100
Instructions: All questions are compulsory

	SECTION A (20 Marks)		
S. No.		**Marks**	**CO**
Q 1	Which of the following is not one of the levels in the field of organizational behavior? a. Individual b. Small groups c. Medium-sized groups d. Large groups	2	CO 1
Q 2	Observable components of culture include all of the following, except: a. Language b. Non-verbal behavior c. Greeting rituals d. Feelings	2	CO 1
Q 3	_____ refers to a set of psychological characteristics that make each person unique; it is stable and tends to stay the same over time. a. Skills b. Abilities c. Personality d. Values	2	CO 1
Q 4	Which of the following does not take place in the attention stage of the perception process? a. Perceptual filter b. Selective attention c. Salient cues d. Schemas	2	CO 1
Q 5	Which motivation theory suggests that people will be motivated when they expect that their efforts will result in desirable outcomes? a. Equity theory b. Expectancy theory c. Goal setting theory d. Reinforcement theory	2	CO 1
Q 6	Which of the following is not one of the characteristics of needs? a. Needs are based on personality and values. b. Needs are related to things that are lacking and are desired c. Needs are attitudes or feelings about one's job d. Needs relate to work motivation.	2	CO 1
Q 7	_____ involves working less when your individual contributions cannot be measured. a. Social loafing b. Social facilitation c. Social bias d. Social effectiveness	2	CO 1

Q 8	_____is a process in which people disagree over significant issues, therefore creating friction. a. Competition b. Conflict c. Interdependence d. Contrary	**2**	**CO 1**
Q 9	The assumptions of the contingency approach to leadership include all of the following, except: a. Different situations require different styles of leadership. b. The leaders need to be able to understand the characteristics of the organizations they lead. c. Leaders do not need to adapt their behavior to fit the situation they lead. d. Leadership requires consideration of both trait and behavior approaches	**2**	**CO 1**
Q 10	_____changes are often developed in the course of a planning process that considers the mission, vision, and values of the organization. a. Strategic b. Grassroots c. Incremental d. Discontinuous	**2**	**CO 1**

SECTION B (20 Marks)			
Q 11	What are some of the major challenges facing today's and tomorrow's organizations and management? Briefly describe these developments.	**5**	**CO2**
Q 12	How does a dominant culture differ from a subculture? In your answer, be sure to define both terms.	**5**	**CO2**
Q 13	What are the four major dimensions of the Myers-Briggs Type Indicator (MBTI) that yield the 16 types? How can the MBTI be used effectively?	**5**	**CO2**
Q 14	What does stereotyping mean? Why is it considered to be a perceptual problem?	**5**	**CO2**

SECTION-C (20 marks)			
Q 15	An insurance company has high levels of absenteeism among the office staff. The head of office administration argues that employees are misusing the company's sick leave benefits. However, some of the female employees have explained that family responsibilities interfere with work. Based on your understanding of the concepts of individual behaviour and performance explain the possible reasons for absenteeism and how it might be reduced**?**	**10**	**CO 3**
Q 16	Organizational culture is a mushy concept. You cannot see it, yet you know it is there. Based on the classroom discussion and your understanding of the concept, please mention at least five indicators of organizational culture of an organization (School, University, your previous organization etc.) that you are familiar with.	**10**	**CO 3**

SECTION-D (40 marks)		
Read the case study " Shivani Carriers Pvt. Ltd.: Managing Employee Motivation at the Bottom of the Pyramid" carefully and answer the following questions		**CO 1,2,3,4**
Q17	What forces affect the performance of trucking firms?	**5**
Q 18	Identify employee motivation and retention challenges of SCPL	**5**
Q 19	What SCPL has done till now to address driver's motivation and retention challenges?	**5**
Q 20	What are the strengths and weaknesses of driver management system at SCPL?	**5**
Q 21	What would you do if you were Vandana? Would you bring back the original incentive scheme? Why or Why not?	**10**
Q22	What managerial activities and mechanisms will support the employee motivation?	**10**