

TB246412V

15-4

Reg. No : .....

Name : .....

BACHELOR'S DEGREE (C.B.C.S) EXAMINATION, MARCH 2024

2021 ADMISSIONS REGULAR

SEMESTER VI - CORE COURSE (PSYCHOLOGY )

PY6CRT18 - Managing Behavior in Organizations

Time : 3 Hours

Maximum Marks : 80

**Part A**

**I. Answer any Ten questions. Each question carries 2 marks**

**(10x2=20)**

1. Distinguish between Programmed and non-programmed decisions carried out in an organization with examples?
2. Define Drop error and Go error in decision making process and explain its impact in organization's effectiveness?
3. Explain the importance of Power in an Organization and explain any 2 powers with example that can be used by leaders to get things done in an organization?
4. Differentiate between Legitimate Power and Referent Power?
5. How an organization can keep culture Alive?
6. Differentiate strong and weak organizational culture?
7. Who is a Change Agent and discuss the importance of a change agent ?
8. Differentiate between Planned Change and Unplanned Change?
9. Explain Eustress and Distress with examples?
10. Explain any 5 Ways to reduce stress?
11. Explain the concept Glass Ceiling in workplace?
12. Define POSH ACT.



**Part B**

**II. Answer any Six questions. Each question carries 5 marks**

**(6x5=30)**

13. Explain Dialectic Decision Method and Consensus Mapping technique and enumerate how these methods helps the group decision-making process more rational and scientific?
14. Explain the importance of conflict resolution in organization and enumerate the strategies adopted for conflict resolution?
15. Define organizational culture. What are the characteristics of culture?
16. Explain how an effective culture can be created and sustained in an organization?
17. Discuss the ways of sustaining organizational culture?
18. Planned change need to have a logical step-by step approach in order to accomplish the objectives. Explain the stages of planned change?
19. Define workplace stress and explain how it affects on physical, mental and behavioral aspects of employees?
20. Explain the concept, need and objectives of employee counselling?
21. Explain the types of Social Responsibility?

### Part C

III. Answer any Two questions. Each question carries 15 marks

(2x15=30)

22. Organization decision-making process is a step-by-step process allowing professionals to solve problems.  
Explain key steps of the decision-making process?
23. Explain the effect of grievances in organization and enumerate the grievance handling procedure in the workplace?
24. Explain the internal and external forces that influences organizational change?
25. Write an essay on ethics and ethical behaviour in organization?

