

Internal Assessment Test - II

Sub:	Management and Organizational Behaviour						Code:	18MBA11	
Date:	26.12.2018	Duration:	90 mins	Max Marks:	50	Sem:	I	Branch:	MBA

	Marks	OBE	
		CO	RBT
Part A - Answer Any Two Full Questions (15*02=30 Marks)			
1(a) List out the types of Control	[02]	CO1	L1
(b) Explain Control Process.	[05]	CO1	L4
(c) Summarize organization structure: departmentation.	[08]	CO2	L5
2(a) Differentiate: Narrow and Wide span of Management.	[02]	CO1	L2
(b) Discuss in detail: Challenges and Opportunities of OB.	[05]	CO2	L5
(c) Describe the Disciplines contributing to OB.	[08]	CO2	L2
3(a) Define: Organizational Behavior.	[02]	CO1	L1
(b) Discuss: virtual and boundary less organizations with examples.	[05]	CO4	L5
(c) Explain: Ability and its factors in detail.	[08]	CO3	L4
Part B - Compulsory (01*20=20 marks)			
4(a) Examine how would people who know you describe you?	[10]	CO3	L3
(b) Discover if you prefer to be more introverted or more extroverted, than you are? Why?	[10]	CO4	L3

Course Outcomes	PO1	PO2	PO3	PO4	PO5
Comprehend & Correlate all the management functions which are happening around with fundamental concepts and principles of management.	1a, 1b,2a, 3a,				
Understand the overview of management, theory of management and practical applications of the same.		1c,2b, 2c			
Effectively use their skills for self-grooming, working in groups and to achieve organizational goals.			3c	4a	
Demonstrate their acumen in applying managerial and behavioral concept in real world/situation.					3b,4b
Understand and demonstrate their exposure on recent trends in management.					

Cognitive level	KEYWORDS
L1	List, define, tell, describe, identify, show, label, collect, examine, tabulate, quote, name, who, when, where, etc.
L2	summarize, describe, interpret, contrast, predict, associate, distinguish, estimate, differentiate, discuss, extend
L3	Apply, demonstrate, calculate, complete, illustrate, show, solve, examine, modify, relate, change, classify, experiment, discover.
L4	Analyze, separate, order, explain, connect, classify, arrange, divide, compare, select, explain, infer.
L5	Assess, decide, rank, grade, test, measure, recommend, convince, select, judge, explain, discriminate, support, conclude, compare, summarize.

PO1 – Theoretical Knowledge; PO2 – Effective Communication Skills; PO3 – Leadership Qualities; PO4 – Sustained Research Orientation; PO5 – Self-Sustaining Entrepreneurship

Answer Keys

Part A

1 (a) Feedback Control, Concurrent Control & Feed forward Control

1 (b) Control Process:

Step 1: Establishment of Standards

Step 2: Measurement of actual Performance

Step 3: Comparison of actual performance with the standards

Step 4: Corrective action where required

Step 5: Feedback (Feedback Control, Concurrent Control & Feed forward Control)

1 (c) Organization Structure: Departmentation

Departmentation by Enterprise function

Departmentation by Territory or Geography

Departmentation by Customer Group

Departmentation by Product

Matrix Organization

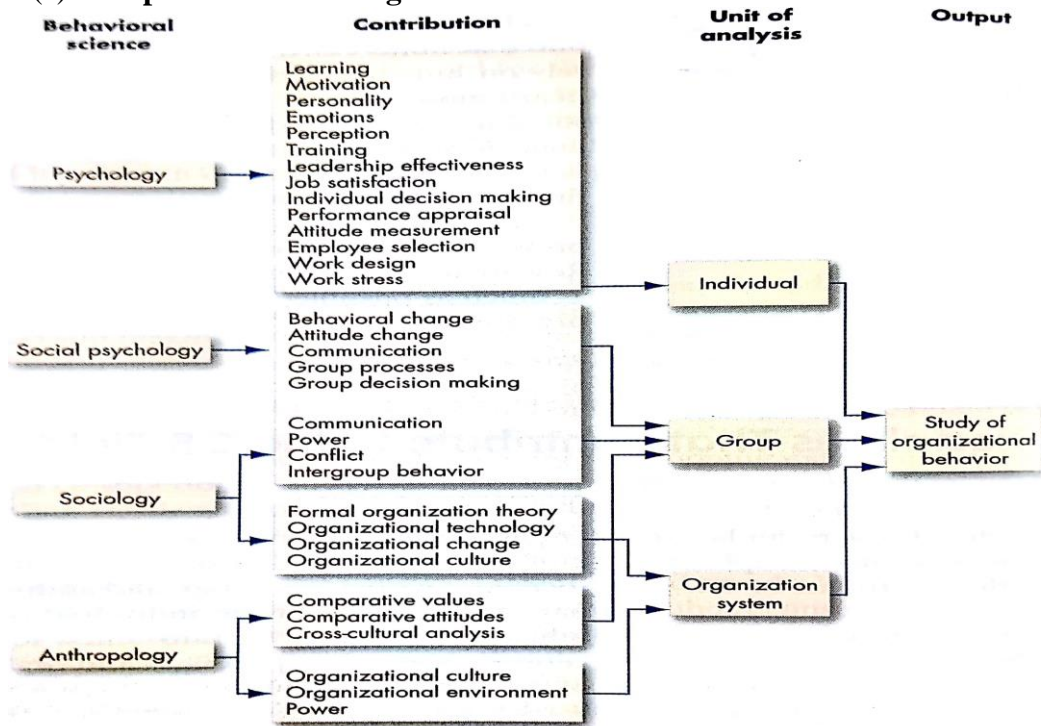
Note: All structure should have diagrammatic representation along with Advantages and Disadvantages

2 (a)

Narrow Span	Wide Span
Close Supervision	Superiors are forced to delegate
Close Control	Subordinates must be carefully selected

2 (b) Challenges and Opportunities of OB: (i) Responding to Economic Pressures, (ii) Responding to Globalization, (iii) Managing Workforce Diversity, (iv) Improving Customer Service, (v) Improving People Skills, (vi) Working in networked Organizations, (vii) Enhancing Employee well-being at work, (viii) Creating a positive work environment & Improving Ethical Behaviour

2 (c) Disciplines contributing to OB



3 (a) Organizational Behavior is a field of study that investigates the impact that individuals, groups and structure have on behavior within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness.

3(b) Virtual Organization: A rather loose concept of group of independent firms or people that are connected through, usually, information technology.

Boundaryless Organization: Boundaryless company meant an "open, anti-parochial environment, friendly toward the seeking and sharing of the new ideas, regardless of their origin"

Relevant examples should be discussed.

3(c) Ability: Ability is an individual's capacity to perform the various tasks in a job.

Two Sets of Factor: Intellectual Ability: The capacity to do mental activities- thinking, reasoning, and problem solving

Dimension	Description	Job Example
Number aptitude	Ability to do speedy and accurate arithmetic	Accountant: Computing the sales tax on a set of items
Verbal comprehension	Ability to understand what is read or heard and the relationship of words to each other	Plant manager: Following corporate policies on hiring
Perceptual speed	Ability to identify visual similarities and differences quickly and accurately	Fire investigator: Identifying clues to support a charge of arson
Inductive reasoning	Ability to identify a logical sequence in a problem and then solve the problem	Market researcher: Forecasting demand for a product in the next time period
Deductive reasoning	Ability to use logic and assess the implications of an argument	Supervisor: Choosing between two different suggestions offered by employees
Spatial visualization	Ability to imagine how an object would look if its position in space were changed	Interior decorator: Redecorating an office
Memory	Ability to retain and recall past experiences	Salesperson: Remembering the names of customers

Physical Ability: The capacity to do tasks that demand stamina, dexterity, strength, and similar characteristics.

Strength Factors

- | | |
|-----------------------|---|
| 1. Dynamic strength | Ability to exert muscular force repeatedly or continuously over time |
| 2. Trunk strength | Ability to exert muscular strength using the trunk (particularly abdominal) muscles |
| 3. Static strength | Ability to exert force against external objects |
| 4. Explosive strength | Ability to expend a maximum of energy in one or a series of explosive acts |

Flexibility Factors

- | | |
|------------------------|---|
| 5. Extent flexibility | Ability to move the trunk and back muscles as far as possible |
| 6. Dynamic flexibility | Ability to make rapid, repeated flexing movements |

Other Factors

- | | |
|----------------------|---|
| 7. Body coordination | Ability to coordinate the simultaneous actions of different parts of the body |
| 8. Balance | Ability to maintain equilibrium despite forces pulling off balance |
| 9. Stamina | Ability to continue maximum effort requiring prolonged effort over time |

Part B

- (a) Open Ended answers. However, the answers which they present should be justified with the relevant illustrations.
- (b) Open Ended answers. However, the answers which they present should be justified with the relevant illustrations.