

Internal Assessment Test - III

Sub:	Workplace Ethics					Code:	14MBAHR408		
Date:		Duration:	90 mins	Max Marks:	50	Sem:	IV	Branch:	MBA

		Marks	OBE	
			CO	RBT
Part A - Write short notes on any two (3*2=6 Marks)				
1 (a)	List the various types of Teams at workplace.	[03]	CO1	L1
	(b) Describe discrimination at workplace.	[03]	CO1	L2
	(c) Define the term Change Management?	[03]	CO1	L1
Part B - Answer any two (2*7=14)				
2 (a)	Explain the process of Organizational Change.	[07]	CO1	L5
	(b) Discuss the various types of Team Meetings.	[07]	CO1	L2
	(c) Classify the various factors that influence Organizational Change. Use examples to explain your answer.	[07]	CO3	L3
Part C - Answer any two (2*10= 20 marks)				
3 (a)	Illustrate the various stages of team development. Use appropriate examples to describe each stage.	[10]	CO2	L3
	(b) Examine the effect of workplace harassment.	[10]	CO3	L3
	(c) Classify the various models of change. Use diagrammatic representation to support your answer.	[10]	CO1	L3
Part D - Compulsory (1*10=10/2*5=10 marks)				
4 (a)	Explain the best practices that an organization should follow to prevent workplace harassment.	[05]	CO3	L4
	(b) Compare Burke-Litwin's Model of Change with Kurt Lewin's Force Field model.	[05]	CO1	L4

Course Outcomes		PO1	PO2	PO3	
CO1:	To make students understand the meaning of good ethics, doing things right and the obstacles to making good ethical decisions	1(a), 1(b), 1(c), 2(a), 2(b), 3(c), 4(b)			
CO2:	To enable students to identify and critically assess the principles and values they	3(a)			

	personally embrace and use in addressing the ethical issues which arise in their working lives.				
CO3:	To acquaint students with some of the major kinds of ethical problems encountered while performing work assignments and some possible ways of responding to them.	2(c)	3(b)	4(a)	

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.

Answer Keys:

PART A

1(a) Various types of teams are problem-solving teams, self-managed team, cross-functional team and virtual teams. Explain the purpose in one-two sentences.

1(b) Discrimination at workplace includes any unacceptable behavior that involves unfair treatment of employees based on prejudices. The forms of discrimination can be dependent upon compensation, sexual orientation, national origin, language, sex, pregnancy, religion, disability, age and race. This includes full time, part time and casual employees, probationary employees, apprentices and trainees, and individuals employed for fixed periods of time or tasks.

1(c) Change Management is a process of developing a plan to implement change initiatives in an organization. It includes establishing a systematic approach to transition individuals and teams from a current state to a desired future state.

PART B

2 (a) The process includes identifying problem, recognizing the cause, implementing the change, motivating for change, managing the transition, supporting the change and evaluating the change. Explain each step. Use the diagram to illustrate organizational change.

2(b) Problem-solving meetings, decision-making meetings, feed-forward, feedback meetings, combination meetings, formal and informal meetings. Basis of purpose and formality to be explained.

2(c) External factors like technology, market conditions, laws, globalization, political forces, workforce diversity and change is economic conditions. Internal factors include change in management/leadership, deficiencies in existing structures, changes in employee expectation and work climate. Explain all these factors with relevant examples.

PART C

3(a) Explain with examples forming, storming, norming and performing stages. Include adjourning and re-forming to the 4 stages and explain.

3(b) How workplace harassment affects a person (self-esteem, stress, psychological effects etc.) and affects a business (efficiency, breakdown of teams/relationships and legal)

3(c): Kurt Lewin's force field model, Huse's 7 stage model, Kotter's 8 step model, Burke-Litwin's model and Edgar Schien's model of change to be described with appropriate diagrams.

PART D

4(a) Establish anti-discriminatory and anti-harassment policies, create awareness about anti-harassment, train employees, quick redressal of any situations, remedial measures, diversity management etc. have to be explained.

4(b) Explain how Burke and Litwin's model incorporates all kinds of internal and external environment that impact organizational change and how these have to be kept in mind while implementing change. While Kurt Lewin's model didn't consider the internal and external environment and focused more on implementing the change through weakening the forces of resistance.