

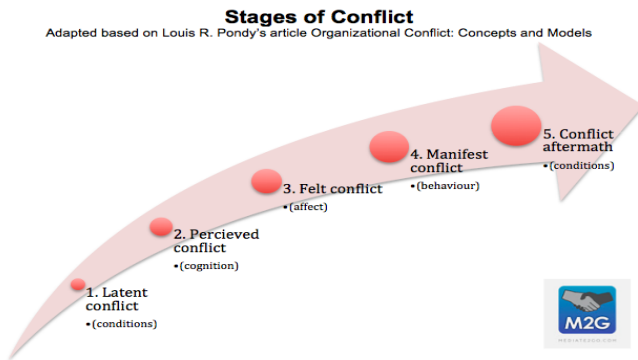
Sem: IV


Branch: MBA

Date: 03) _____ Duration: 90mins Marks: 50

Note: Part A - Answer Any Two Full Questions (20*02=40 Marks)

Part B - Compulsory (01*10= 10marks)

Part	Question #	Description	Marks Distribution	Ma Mar
A	1	a) Define the term Organizational Conflict	- Meaning of Organisational Conflicts - Nature of Organizational Conflicts	3
		b) Explain the causes for raising Organization conflict	Highlighting the causes of Organizational Conflicts 1 Management and Organizational Behaviour. ... 2 Individual and Cultural Differences. ... 3 Perception and Job Attitudes. ... 4 Learning and Reinforcement. ... 5 Diversity in Organizations. ... 6 Perception and Managerial Decision Making. ... 7 Work Motivation for Performance.	7
		c) Outline the different stages of Conflicts	There are five stages of Conflicts latent stage, perceived stage, felt stage, manifest, and conflict aftermath <div style="text-align: center;"> <p>Stages of Conflict Adapted based on Louis R. Pondy's article Organizational Conflict: Concepts and Models</p>  </div>	10
2	a)	Define unconcern attitude	- Introduction of Unconcern attitude - Impact of unconcern attitude on employee	3
				20

		of administration	productivity		
	b)	Analyze the unconcern attitude of administration with suitable examples	Unconcern attitude of administration 1 Lack of appreciation 2 Lack of recognition 3 Un- supportive policies of the organization 4. Discrimination , partiality 5. Ineffecient decsion making	7	
	c)	Explain the following terms A Promotion & Recognition B. Prejudice, Bias	Introduction and role of the following terms - Promotion (Promotion refers to the advancement or upward movement of an employee within an organization to a higher job position) - Recognition (employee appreciation, workers recognize each other and make the workplace more inclusive and human) - Prejudice (prejudice is the belief or perception that people of different cultures are inferior or have negative characteristics merely because of their colour, religion or cultural background) - Bias (understanding workplace bias helps them understand personal discrimination and identify when someone else may be experiencing discrimination)	10	
3	(a)	Define the term Persuasion	Definition - the action or process of persuading someone or of being persuaded to do or believe something Factors - 1) the communicator, 2) the communication, and 3) the target.	3	20 M
	(b)	Explain the role of Negotiating and EI in resolving the conflicts	- Negotiation is a fundamental aspect of business interactions, whether it's closing deals with clients, resolving conflicts within teams, or managing relationships with stakeholders. - EI equips mediators with the necessary skills to understand and manage emotions, foster empathy, and facilitate effective communication.	7	
	(c)	Outline 5 ways of Thomas conflict resolution approach?	Thomas 5 aspects model - Avoiding, Accommodating, Collaborating, Competing, Compromising 	10	

B	4	(a)	Outline reasons for personal conflicts	<ol style="list-style-type: none"> 1. Communication differences 2. Lack of resources 3. Interdependence 4. Personality differences 5. Personality clash 6. Relationship conflict 7. Ambiguous expectations 8. Individual differences 	5	10 M
		(b)	Differentiate between personal and organizational conflicts	<p>There are different elements which are the causes for raising personal and organizational conflicts</p> <ul style="list-style-type: none"> - Unclear responsibilities - Unfair distribution of resources - Ambiguous expectations - Different personality types - Incompatible goals 	5	