

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
FYBBA, Semester- I, Semester End Assessment NOVEMBER 2023  
MGA-100- Management Process and Organisational Behavior

**Duration: 02 hours**

**Maximum Marks: 80**

**Instructions:**

- 1) Start each question on fresh page.
- 2) Figures to the right indicate maximum marks.

**Q1. Answer the following**

**(4x2=8 Marks)**

- i. Define organizational culture and name any 2 characteristics of organizational culture.
- ii. Explain any two types of power according to organizational dynamics.
- iii. Explain any two key elements of organizational culture.
- iv. What is organizational change? Name any 2 types of change.

**Q2. A) i) Explain the difference between organizational change and organizational development. (4 Marks)**

**A) ii) Explain the concept of staffing and interpret the key elements of staffing. (4 Marks)**

**Q3. A) i) You are students cultural committee in charge, planning an intercollegiate dance event. Apply the principles of the planning function by addressing the following : Establishing goals and objectives, Formulating strategies and action plans, Budgeting, Setting timelines and deadlines (8 Marks)**

**A) ii) Assume that you are in charge of organizing Annual sports day of your college. Apply the principles of the organizing function by defining the roles and responsibilities of your team members, Develop an organizational structure that outlines the hierarchy within your organizing team. (8 Marks)**

**Q4. A) i) Critically interpret the importance of having clear "Objectives" in the decision-making process. Also illustrate how can well-defined objectives contribute to effective decision making? (8 Marks)**

**A) ii) Demonstrate the impacts of positive and negative perceptions on overall productivity as a manager in an organization. Also illustrate how a proactive approach in managing perceptions can contribute to a more productive work environment.? (8 Marks)**

OR

**Q4. A) iii)** As a manager of a dynamic work environment, it is very important to understand the different personality traits of your employees. Demonstrate the approach you would use to understand the diverse personality traits among your team members in order to achieve organizational goals. **(8 Marks)**

**A) iv)** Mr. Tejas, a manager is handling a team of marketing personnel under him. For past 1 month, he is observing the signs of negative attitude of his employees towards the work. What strategies could Mr. Tejas apply to improve the morale of a group of employees who have a negative attitude towards their work " **(8 Marks)**

**Q5. Answer ANY FOUR of the following:**

**(4x8=32 Marks)**

- 1) Analyze the strengths and weaknesses of Contingency or situational theory of leadership. Which are the factors which can influence the effectiveness of leaders who follow this theory?.
- 2) Evaluate the role of conflict resolution in promoting a healthy work environment.
- 3) "Power can be used for constructive purposes, such as facilitating teamwork, or for less ethical purposes, such as manipulation or favoritism" Analyze the potential positive and negative impacts of power in organizational setting. Discuss the factors that influence whether power is used constructively or destructively.
- 4) Evaluate the effectiveness of the transactional theory of leadership in an organizational setting. Do you agree upon contingent rewards and punishment mechanism ? Justify your answer.
- 5) Charismatic leadership motivates through charm and inspiration, driving short-term success. However, potential weaknesses can affect long-term outcomes Analyze the strengths and weaknesses of charismatic leadership.