GL BAJAJ
Institute of Management & Research
Greater Noida
FIND YOUR SPARK

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2025-27)
END TERM EXAMINATION (TERM -I)

Subject Name:**Management Concepts and Organisation Behaviour**	Time: **02.00 hrs**
Sub. Code: **PG101**	Max Marks: **40**

Note: All questions are compulsory. Section A carries 12 marks: 6 questions of 2 marks each, Section B carries 18 marks having 3 questions (with internal choice question in each) of 6 marks each and Section C carries 10 marks one Case Study having 2 questions of 5 marks each.

Kindly write the all the course outcomes as per your TLEP in the box given below:

S. No.	Course Outcomes (COs)	Bloom's Taxonomy Level
CO1	To understand the field of management and organizational behavior and recognize the range of applications of organizational behavior theory and relate it with other business functions.	Understand L2
CO2	Identify the components of Individual Behavior and apply the concept of Perception and Personality in decision making	Apply L3
CO3	To analyze the characteristics and formation of groups and teams, differentiating their roles in organizational effectiveness.	Apply L3
CO4	Apply motivation theories and workplace emotions to improve employee engagement and organizational performance.	Analyse L4
CO5	Critically evaluate the impact of Leadership, power dynamics and political behavior on decision-making and organizational development.	Evaluate L5
CO6	Create a sustainable approach to solving workplace well-being by applying relevant organizational change and culture theories to real-world scenarios.	Create L6

SECTION - A		
Attempt all questions. All questions are compulsory. **2×6 = 12 Marks**		
Questions	**CO**	**Bloom's Level**
Q. 1: (A). Out of 14 principles of management, which one you think are most suitable in the era of digitalisation(Mention atleast 3 with relevant examples **Q. 1: (B).Write a short note on MBO** **Q. 1: (C). Describe the relationship of OB with other disciplines** **Q. 1: (D).Briefly explain the MARS Model** **Q. 1: (E). Briefly explain the Big 5 PersonalityTraits** **Q. 1: (F). Define HALO Effect and support your answer with example** (Three questions each from CO1 & CO2)	CO1 CO2	L2 L2

SECTION – B

All questions are compulsory (Each question has an internal choice. Attempt anyone (either A or B) from the internal choice)   **6 x 3 = 18 Marks**

Questions	CO	Bloom's Level
Q. 2: (A). On 19th November 2023, Team India lost the ICC Men's Cricket World Cup final despite an outstanding unbeaten run in the league stages. In such a situation, how should responsibility for the loss be assessed? Should it be attributed to one individual (captain, coach, or specific player), or should the entire team be held collectively accountable? Justify your answer with logical reasoning and examples. **Or** **Q. 2: (B).** What is the difference between team and work group. How to make an effective team?	CO3	L3,L4
Q. 3: (A) You are leading a project team with a strict deadline. During a review meeting, one of your team members openly criticizes you in front of others. You feel hurt, frustrated, and angry, but the team is watching your reaction closely. As the team leader, how would you manage your emotions in this situation to maintain emotional balance, ensure team morale, and keep the project on track? **Or** **Q. 3:** (B). Compare and contrast Abraham Maslow's motivation theory and Aldefer's ERG theory by considering present days challenges at workplaces	CO4	L4
Q. 4: (A). On April 22, 2025, terrorists attacked tourists in Pahalgam, killing 26 people. In response, India launched "Operation Sindoor" on May 7, targeting nine terror infrastructure sites in Pakistan . As Prime Minister, Narendra Modi suspended treaties, expelled diplomats, mobilized the Cabinet Committee on Security, and pushed for a strong, decisive response. Suppose you are his security advisor. Given conflicting pressures from diplomatic partners urging restraint, domestic demand for justice, and fears of escalation, how would you advise honourable PM to lead in this situation? Which leadership traits would be most vital to navigate the crisis effectively? Support your answer with relevant Theory of leadership. **Or** **Q. 4: (B).** In September 2025, the Indian cricket team reportedly refused to shake hands with the Pakistan cricket team in Asia Cup. How do symbolic actions like refusing a handshake reflect underlying political dynamics, power struggles, and national sentiments? Analyse this incident through the lens of Power and Politics in Organizational Behaviour.	CO5	L5

SECTION - C

Read the case and answer the questions   **5×02 = 10 Marks**

Questions	CO	Bloom's Level

Q. 5: **Case Study: The Hashtag Revolution - Nepal's Gen Z**	CO6	L5,L6

Q. 5: **Case Study: The Hashtag Revolution - Nepal's Gen Z**

The recent wave of protests led by Gen Z in Nepal, triggered by a controversial Citizenship Amendment Bill, presents a profound case study in organizational dynamics, viewing the nation as a traditional organization confronting disruptive internal change. The established governmental "organization" is characterized by a hierarchical, slow-moving culture built on political consensus and top-down decision-making. In stark contrast, the Gen Z "change agents" operate with a digital, agile, and transparent culture, leveraging social media to mobilize and demand immediate accountability. This clash of organizational cultures ignited a significant conflict, rooted in divergent values and processes.The core of the dispute revolves around Diversity, Equity, and Inclusion (DEI). Protesters argued the bill was fundamentally inequitable, creating a discriminatory two-tier system that particularly disadvantaged children of Nepali mothers. Their movement was a demand for inclusion—a seat at the table in decisions shaping their future. From a conflict management perspective, the sources were multifaceted, involving **task conflict** over the bill's substance, **relationship conflict** fueled by deep mistrust of the political class, and **process conflict** on how resolutions should be achieved. The government's initial **avoiding** and **accommodating** styles—first ignoring then offering minor concessions—only intensified the movement. The protesters employed a **competing** style for their core demand, paired with an underlying willingness to **collaborate** on a more inclusive solution.This movement exemplifies a bottom-up, radical change initiative forcing itself upon a system accustomed to incremental, top-down change. The youth effectively created a sense of urgency, formed a powerful coalition, and communicated a clear vision for a more modern and equitable Nepal, demonstrating key principles of successful change management. The government's challenge now is to move beyond resistance and adopt a genuine **collaborating** conflict style. Establishing formal dialogue and inclusive review processes is essential to de-escalate tensions, address the deep-seated grievances, and integrate these new voices into the organizational fabric for a sustainable and equitable resolution.

Questions:
Q. 5: (A) From a change management perspective, did Nepal's Gen Z effectively function as a change agent? Analyze their actions using Kurt Lewin's change model.
Q. 5: (B). What is the most appropriate conflict management style for the government to adopt now to de-escalate the situation and achieve a sustainable solution? Justify your answer.

Kindly fill the total marks allocated to each CO's in the table below:

COs	Question No.	Marks Allocated
CO1	1(a), 1(b),1(c)	6
CO2	1(d), 1(e),1(f)	6
CO3	3	6
CO4	4	6
CO5	5	6
CO6	6	10

(Please ensure the conformity of the CO wise marks allocation as per your TLEP.)

Blooms Taxonomy Levels given below for your ready reference:

L1= Remembering
L2= Understanding
L3= Apply
L4= Analyze
L5= Evaluate
L6= Create