

St. Claret College

Autonomous, Bengaluru

PG END SEMESTER EXAMINATION-JAN/FEB 2026

M.Sc. PSYCHOLOGY: SEMESTER III

MPYDSOB 3325B: ORGANISATIONAL BEHAVIOR – II: A MACRO PERSPECTIVE

ROLL NO:

DATE:



TIME: 3 hours.

MAX. MARKS: 70

This paper contains TWO printed pages and THREE parts

Instructions:

1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer FOUR questions out of SIX. Each answer carries FIVE marks.

[5x4 = 20]

1. Define communication. Outline the process of communication.
2. Evaluate the differences between programmed and non-programmed decisions.
3. Differentiate between charismatic and transformational leadership.
4. Examine the role of culture in organizations.
5. Discuss any three tools for transmitting organizational culture.
6. Compare and contrast the functional and product-based approaches to departmentalization in organizations.

PART-B

Answer any TWO questions out of THREE. Each answer carries TEN marks.

[10x2=20]

7. Delineate any two techniques to improve group decision making.
8. Explain the methods of leadership development.
9. Explain the elements of the Mintzberg framework. List the five specific designs that Mintzberg proposed based on these five elements.

PART-C

Answer any TWO questions out of THREE. Each answer carries FIFTEEN marks.

[15X2=30]

10. Explain computer mediated communication and its types. Analyze the human impact of computer mediated communication.

11. Read the case vignette given and answer the questions that follow.

Case Vignette:

In a bustling mid-sized IT firm in Bengaluru's Electronic City hub, Meenu, a talented software developer, noticed whispers spreading among her team during coffee breaks. It started subtly: a colleague mentioned overhearing the HR manager on a call about impending layoffs due to a major client pulling out. By lunch, the story had evolved—now it included talk of salary cuts, forced relocations to Hyderabad, and even the CEO resigning amid financial scandals. Meenu's inbox filled with anonymous Slack (workplace instant messaging platform) messages asking if she'd heard "the news," while productivity dropped as employees checked job portals and avoided meetings. Despite no official word from management, the chatter intensified when a junior intern claimed to have seen a confidential memo. Meenu, torn between confronting her supervisor and staying silent, watched team morale decrease as unfounded fears led to heated arguments and quiet resignations.

Questions:

- a) Identify the type of communication seen in this case with justification. **(3 marks)**
- b) Differentiate it from other formal/informal methods of communication in the same category. **(10 marks)**
- c) Suggest 2 ways to overcome this problem. **(2 marks)**

12. Explain the behaviour approach to leadership.

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