

JK Lakshmipat University Jaipur
INSTITUTE OF ENGINEERING AND TECHNOLOGY

End Term Examination, December 2022

B. Tech., Semester VII, 2019-2023

Roll No.....

BS1121:INDIVIDUAL AND ORGANISATIONAL DYNAMICS

Time: 2.5 hours

Max. Marks: 30

Instructions to students:

1. Do not write anything other than your roll number on question paper.
 2. Mention all the assumptions for your answers clearly.
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Q.1 Krishnamurthy, plant manager of frame manufacturing company, is the chairperson of the ad hoc committee for space utilization. The committee is made up of various departmental heads of the company. The general manager of the company has given Murthy the responsibility for seeing whether the various office, operations and warehouse facilities of the company are being optimally utilized. The company is beset by rising costs and the need for more space. However, before okaying an expensive addition to the plant, the general manager wants to be sure that the currently available space is being utilized properly. Murthy opened up the first committee meeting by reiterating the charge of the committee. Then Murthy asked the members if they had any initial observations to make. The first to speak was the office manager. He stated "well I know we are using every possible inch of room that we have available to us. But when I walk out into the plant, I see lot of open spaces. We have people piled on top of one another, but out in the plant there seems to be plenty of room." the production manager quickly replied, "We do not have a lot of space. Your office people have the luxury facilities. My supervisors don't even have room for a file cabinet. I have repeatedly told the plant manager we need more space. After all, our operation determines whether this plant succeeds or fails, not like you people in the front office pushing paper around." Murthy interrupted at this point and said, "Obviously we have different interpretations of the space utilization around here. Before further discussion I think it would be best if we have some objective facts to work with. I am going to ask the industrial engineer to provide us with some statistics on plant and office layouts before our next meeting. Today's meeting is adjourned.

4.0
(L.O.2,3)

1. What perceptual principles are evident in this case ?
2. What concept was brought out when the production manager labelled the office personnel bunch of "paper pushers" ?
3. Do you think that Murthy's approach to getting "objective facts" from statistics on plant and office layout will affect the perceptions of the office and production managers ?
4. If you were in Murthy's position, how would you have handled the situation?

- Q. 2. Every organization have their own culture which sets them apart from others. 6.0
Illustrate the main organization cultures with example and diagram. (L.O.4)
- Q3. Elucidate the following shortcuts used by an individual in judging other people 6.0
behavior. Give examples (L.O.1)
- a. Selective Perception
 - b. Halo Effect
 - c. Contrast Effect
 - d. Stereotyping.
- Q4. Kritika Sharma graduated from State University last year with a degree in accounting. After interviews with several organizations on campus, she accepted a position with a top public accounting firm and was assigned to its Jaipur office. Kritika was very pleased with the offer she received: challenging work with a prestigious firm, an excellent opportunity to gain valuable experience, and the highest salary any accounting major at State was offered last year—Rs 40,000 per month—but she was the top student in her class; she was articulate and mature, and she fully expected to receive a commensurate salary. Twelve months have passed. The work has proved to be as challenging and satisfying as Kritika had hoped. Her employer is extremely pleased with her performance: in fact, Kritika recently received a Rs 5000-per-month raise. However, her motivational level has dropped dramatically in the past few weeks. Kritika's employer has just hired a fresh graduate out of State University who lacks the year of experience Kritika has gained, for Rs 50000 per month more than Kritika now makes! Kritika is irate. She is even talking about looking for another job.
- Based on above, identify the theory of motivation that helps in understanding the behaviour of Kritika. 4.0
(L.O.2)
- Q5. Group formation undergoes different stages of development. Describe the five stages model of group development with diagram. 5.0
(L.O.2)
- Q6 Big Five Factor model plays a significant role in explaining an individual's 5.0
personality. Describe the model and explain its significance for the organization? (L.O.3)