

**IMBA in FS Sem.-7 Examination
FS-705**

Organizational Behaviour - II

Time : 2.30 Hours]

December-2025

[Max.Marks : 70

Instructions:

- **Figures to the right indicate Full Marks.**
- **Do not write anything on the question paper.**

Q.1	<p>Explain the concepts of group roles, group norms, and group cohesiveness. How do these factors influence group performance and effectiveness in an organization?</p> <p align="center">OR</p> <p>In a mid-sized company, the management has noticed that some employees form unofficial social circles that influence work behavior, while official project teams follow a structured hierarchy. Identify which groups are formal and which are informal. Discuss how both types of groups impact communication, decision-making, and overall organizational effectiveness.</p>	14
Q.2	<p>Rahul, a team leader at a financial services firm, notices that his team members are showing signs of stress due to tight deadlines and high workload. As an HR manager, suggest practical strategies for stress management that Rahul can implement to improve employee well-being and productivity. Explain how these strategies can reduce workplace stress.</p> <p align="center">OR</p> <p>Anita, a project manager, often faces conflicts within her team due to miscommunication and differing work styles. Using the concept of emotional intelligence, suggest how Anita can manage her emotions and those of her team members to resolve conflicts, improve collaboration, and enhance overall team performance.</p>	14
Q.3	<p>Differentiate between programmed and non-programmed decisions. Provide examples of each type and explain how managers determine which approach to use in organizational decision-making.</p> <p align="center">OR</p>	14

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	Discuss the various techniques that managers can use to improve decision-making. How do these techniques enhance the quality, efficiency, and effectiveness of organizational decisions?	
Q.4	<p>Explain the forces of change in an organization, distinguishing between internal and external forces. How do these forces influence organizational strategies and employee behaviour?</p> <p style="text-align: center;">OR</p> <p>Discuss the approaches and strategies for managing organizational change in financial service organizations. How can effective change management improve employee engagement and organizational performance?</p>	14
Q.5	<p>Short Questions (7 out of 10) 2 marks each</p> <ul style="list-style-type: none">i. Difference between groups and teamsii. Emotional Intelligenceiii. Group normsiv. Group Cohesivenessv. Sources of stress at the workplacevi. 3 Stages in Lewin's Change Modelvii. Decision Makingviii. Change managementix. Stress Managementx. Empathy	14