



MGT502

Final-Term

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

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SHORT QUESTIONS

1. Despite the effectiveness of teams, they are not always favorable. Discuss the situations in which management must not opt for teams.

Management should not use teams when:

- The task can be done by one person.
- Quick decisions are required.
- Work is simple and routine.
- Individual accountability is essential.
- Team costs exceed benefits.
- Members lack cooperation or required skills.

2. When should a manager not form a team?

A manager should not form a team when:

- The task is simple.
- Speed is required.
- Individual work is more efficient.
- Resources are limited.
- There is no need for collaboration.

3. Enlist any 6 factors in the work environment that can cause job stress.

- Heavy workload
- Role ambiguity
- Role conflict
- Poor working conditions
- Lack of job security
- Interpersonal conflicts

4. Write six environmental factors that cause stress.

- Economic uncertainty
- Political uncertainty
- Technological changes
- Family problems
- Financial problems
- Social changes

5. Discuss any 6 components which help identify organizational culture.

- Innovation and risk-taking

- Attention to detail
- Outcome orientation
- People orientation
- Team orientation
- Stability

6. Work specialization affect on organizational performance.

- Increases efficiency
- Improves employee skills
- Reduces training time
- Increases productivity
- May cause boredom if excessive

7. Differentiate between line authority and staff authority.

Line Authority	Staff Authority
Direct authority over subordinates	Advisory authority
Responsible for achieving goals	Provides expert advice
Makes final decisions	Recommends decisions

8. Write five importance of communication.

- Improves coordination
- Supports decision making
- Increases motivation
- Reduces conflicts
- Builds good relationships

9. Steps of negotiation.

1. Preparation and planning
2. Definition of ground rules
3. Clarification and justification
4. Bargaining and problem solving
5. Closure and implementation

10. Why do organizations facing uncertainty prefer decentralization? (Any 3 reasons)

- Faster decision making
- Better local problem solving
- Greater flexibility and adaptability

11. Cross-cultural barriers to communication.

- Language differences
- Different perceptions
- Non-verbal misunderstandings
- Stereotypes
- Different values and beliefs
- Ethnocentrism

12. Enlist any six psychological consequences of stress.

- Anxiety
- Depression
- Irritability
- Low concentration
- Burnout
- Low job satisfaction

13. How does a strong culture positively influence employee behavior? (3 points)

- Increases commitment
- Improves teamwork
- Guides employee behavior toward organizational goals

14. Three advantages of decentralization.

- Faster decisions
- Employee empowerment
- Better responsiveness to local issues

15. Three benefits of a strong organizational culture.

- High employee commitment
- Better coordination
- Improved organizational performance

16. What are performance standards?

Performance standards are predefined criteria used to measure employee performance.

Importance:

- Measure employee performance
- Identify performance gaps
- Improve productivity
- Provide fair evaluation

17. Socialization.

Socialization is the process through which new employees learn an organization's values, norms, and expected behaviors.

18. Types of communication.

- Oral communication
- Written communication
- Non-verbal communication
- Formal communication
- Informal communication

19. Differentiate between functional and dysfunctional conflict.

Functional Conflict	Dysfunctional Conflict
Improves performance	Reduces performance
Encourages creativity	Creates hostility
Helps problem solving	Causes poor teamwork

LONG QUESTIONS

1. What is groupthink and what are its effects on decision-making?

Groupthink is a situation in which members of a group strive for consensus and avoid disagreement, resulting in poor decision-making.

Effects:

- Poor-quality decisions
- Lack of creativity
- Ignoring alternatives
- Suppression of dissenting opinions
- Increased risk of failure
- Overconfidence in decisions

2. Simple structure in small organization and large organization.

Small Organization

- Few levels of management
- Centralized decision making

- Wide span of control
- Informal communication
- Flexible and low-cost

Large Organization

Simple structure is generally **not suitable** because:

- Difficult to control many employees
- Decision-making becomes slow
- Manager becomes overloaded
- Poor coordination
- Limited specialization

3. How Mergers and Acquisitions Bring Change in Organizational Culture.

Mergers and acquisitions combine two organizations with different cultures, requiring employees to adapt.

Changes include:

- New values and beliefs
- New leadership styles
- Different policies and procedures
- New communication patterns
- Changes in employee behavior
- New organizational goals

Result: If managed properly, they improve innovation and competitiveness; otherwise, they may create resistance and conflict.

4. Five measures to deal with problematic behaviors in teams.

- Clearly define team roles and responsibilities.
- Improve communication among members.
- Resolve conflicts quickly.
- Provide coaching and training.
- Reward cooperation and positive behavior.

5. Internal and external forces causing organizational change.

Internal Forces

- New organizational strategy
- Changes in leadership
- Employee expectations

- New technology
- Organizational restructuring

External Forces

- Competition
- Economic conditions
- Government regulations
- Technological advancements
- Social and market changes

6. Five common rater's errors in performance appraisal.

1. **Halo Effect** – Rating an employee highly because of one good trait.
2. **Horn Effect** – Rating an employee poorly because of one weakness.
3. **Leniency Error** – Giving everyone high ratings.
4. **Central Tendency** – Rating everyone as average.
5. **Recency Error** – Giving more importance to recent performance than overall performance.

7. How can trust be built among team members? (Any five)

- Honest communication
- Keeping promises
- Respecting each other
- Sharing information openly
- Supporting team members

8. Your point of view on organizational behavior toward employees.

Organizations should:

- Treat employees fairly.
- Respect employee rights.
- Provide equal opportunities.
- Encourage teamwork.
- Reward good performance.
- Offer training and career development.
- Maintain a safe and healthy work environment.

Good treatment increases motivation, commitment, productivity, and employee satisfaction.

9. How can you motivate employees? (POV)

Employees can be motivated by:

- Offering fair salaries and rewards.
- Recognizing achievements.
- Providing training and career growth.
- Empowering employees in decision making.
- Maintaining open communication.
- Ensuring a positive work environment.
- Setting clear goals and providing regular feedback.

Motivated employees are more productive, committed, innovative, and loyal to the organization.

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