

**MANAGEMENT AND ORGANIZATION**  
**Organizational behavior and leadership (2291)**  
**November 19<sup>th</sup>, 2016**  
**Examiner: Maria Törnroos**

**Max points: 50p**  
**Points needed to pass: 25p**  
**Time: 4h**

Please answer all the questions below. Write short and concise answers, but please ensure that you capture the central ideas.

1. What is meant by the following central concepts related to organizational behavior and/or leadership? Please define briefly (max. 2 sentences per concept). *Scoring: you can get max. 2 points per concept.*
  - a. Middle-of-the road management <sup>1</sup>
  - b. Selective perception <sup>2</sup>
  - c. Job crafting <sup>2</sup>
  - d. Psychosocial risks at work <sup>2</sup>
  - e. Implicit prejudice <sup>opäsuora ennakkoluulo</sup>
2. Answer the following questions briefly (max. 200 words [appr 1/2 page] per question). *Scoring: you can get max. 5 points per question.*
  - a. What are the central elements of the communication process?
  - b. What is a self-fulfilling prophecy and why does it happen?
  - c. What are the key elements of Fiedler's contingency theory?
  - d. What are the key elements of the model of Organizational Justice?
3. Based on the readings please explain what is meant by organizational behavior and discuss how it is linked to leadership? Write max. 2 pages. *Scoring: you can get max. 10 points for this question.*
4. Please read the attached mini-case and analyze it from the assumption that different situations require different leadership styles. Select an appropriate leadership theory and use it to discuss the case.
  - a. Name the theory that you have selected and briefly explain the central ideas.
  - b. What is the problem? What advice would you give Ann? What should she do differently at the station?

Write max 2 pages in total. *Scoring: you can get max 10 points.*

## Getting the Message Across

Ann Caldera is the program director of a college campus radio station (WCBA) that is supported by the university. WCBA has a long history and is viewed favorably by students, faculty, the board of trustees, and the people in the community.

Ann does not have a problem getting students to work at WBCA. In fact, it is one of the most sought-after university-related activities. The few students who are accepted to work at WCBA are always highly motivated because they value the opportunity to get hands-on media experience. In addition, those who are accepted tend to be highly confident (sometimes naïvely so) of their own radio ability. Despite their eagerness, most of them lack a full understanding of the legal responsibilities of being on the air.

One of the biggest problems that confronts Ann every semester is how to train new students to follow the rules and procedures of WCBA when they are doing on-air announcing for news, sports, music, and other radio programs. It seems as if every semester numerous incidents arise in which an announcer violates in no small way the Federal Communications Commission (FCC) rules for appropriate airtime communication. For example, rumor has it that one year a first-year student disc jockey on the evening shift announced that a new band was playing in town, the cover was \$10, and everyone should go to hear the group. Making an announcement such as this is a clear violation of FCC rules: It is illegal.

Ann is frustrated with her predicament but cannot seem to figure out why it keeps occurring. She puts a lot of time and effort into helping new DJs, but they just do not seem to get the message that working at WCBA is a serious job and that obeying the FCC rules is an absolute necessity. Ann wonders whether her leadership style is missing the mark.

Each semester, Ann gives the students a very complete handout on policies and procedures. In addition, she tries to get to know each of the new students personally. Because she wants everybody to be happy at WCBA, she tries very hard to build a relational climate at the station. Repeatedly, students say that Ann is the nicest adviser on campus. Because she recognizes the quality of her students, Ann mostly lets them do what they want at the station.

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