

O.B.

FYBBI

SEMESTER II

ORGANISATIONAL BEHAVIOUR

Time: 2 hours 30 mins

14.3.20

Marks: 75

Note: All questions are compulsory

Figures to right indicate marks

Q1 A) Fill in the blanks with the appropriate options: (any 8) (8)

- 1) Managers with \_\_\_\_\_ orientation assume that people are willing to work hard when the right conditions exist.  
Theory Y, B) Maslows theory , C) Theory A
- 2) \_\_\_\_\_ means that the employees should be required to perform different duties requiring different abilities and different skills  
Skill variety, B) Multitasking, C) Multiple job
- 3) The \_\_\_\_\_ effect refers to the tendency for performance to improve or decline in response to the presence of others.  
Social facilitation, B) Social anxiety, C) Social groups.
- 4) Hard skills land individuals to first job but \_\_\_\_\_ skills help in building a career.  
Soft, B) tough, C) professional
- 5) The \_\_\_\_\_ has a larger hidden area reflecting someone who keeps information to himself/herself.  
Interviewer, B) open arena, C) feedback
- 6) \_\_\_\_\_ is a deterioration of mental efficacy, reality testing and moral judgment that results from in-group pressure.  
A) Group think, B) facilitation, C) Cohesiveness
- 7) \_\_\_\_\_ is the process of expressing thoughts and feelings while asking for what one wants in an appropriate way.  
A) Progressiveness, B) Politeness C) Assertiveness
- 8) Organizational \_\_\_\_\_ creates a sense of identity among the employees  
A) Habbits, B) culture, C) goal
- 9) In the \_\_\_\_\_ strategy of conflict resolution the aim is finding a middle ground.  
A) Compromising, B) delegating, C) avoiding
- 10) People with \_\_\_\_\_ personality are aggressively competitive, hardworking, restless, and have a great sense of urgency.  
A) Type A, B) Type B, C) Type D

Q1 B) State whether the following statements are true or false: (any 7) (7)

- 1) Intelligence Quotient is not the ratio of mental age to chronological age.
- 2) Symbols are important tool of communicating organizational culture.
- 3) Goals encourage better planning and utilization of resources such as time, money, material.
- 4) Social loafing is beneficial for group performance.
- 5) Role conflict refers to a situation in which an individual is confronted by divergent role expectation.
- 6) The use of Power by the manager is at the heart of autocratic model.
- 7) Managers with theory X orientation assume that people are basically lazy, irresponsible and dislike work.
- 8) The organisation's economic resources are at the heart of custodial model of organizational behavior.
- 9) In Abraham Maslow's theory needs are not arranged in a hierarchy.
- 10) Cohesiveness is the degree to which members are attracted to each other and are motivated to stay in the group.

Q2A) Discuss on the challenge of striking work-life balance. (8)

B) Explain the concept of skill based pay. What are its advantages? (7)

OR

Q2 C) What are conflict resolution strategies and what are its outcomes? (8)

D) Explain the four parts of Johari window. (7)

Q3 A) What are the factors that create organizational culture? (8)

B) What is social loafing? How can it be reduced? (7)

OR

Q3 C) What are some of the strategies to cope with stress? (8)

D) What are the various types of groups ? (7)

Q4 A) Elucidate the importance of roles in group dynamics. (8)

B) What are the steps to implement change successfully in an organisation? (7)

OR

Q4 C) Write a note on time management. (8)

D) Describe the supportive model of organizational behaviour. (7)

Q5 A) What is the process of organizational development? (8)

B) What are the characteristics of organizational development? (7)

OR

Q5) Write short notes : (any 3) (15)

- a) Stress and job performance
- b) Group norms
- c) Unethical practices and manipulation in O.B.
- d) Assertiveness
- e) Four stages of team development