

Malini Kishor Sanghvi College of Commerce and Economics
Organizational Behaviour

Class: FYBBI

Sem II

(75 Marks)

Note: All questions are compulsory with internal choice

Q1) A) Fill in the blanks choosing the correct alternatives: (Any 7)

(7 Marks)

- 1) Leadership is at the heart of _____ model
a) Autocratic b) Custodial c) Supportive d) Collegial
- 2) Managers with _____ orientation assume that people are basically lazy, irresponsible, dislike work, need directions and will only work hard when they are pushed or threatened with punishment
a) Theory Y b) Theory X c) Theory Z d) Theory A
- 3) _____ group is specifically created to solve a problem or perform a defined task
a) Command b) Task c) Interest d) Friendship
- 4) _____ are acceptable standards of behaviour within a group that are shared by the group's members
a) Roles b) Norms c) Status d) Cohesiveness
- 5) Organizations with _____ culture hire new college graduates and train them in a wide variety of jobs
a) Academy b) Club c) Baseball team d) Fortress
- 6) _____ is the outcome of Avoiding Strategy in conflict resolution
a) Win-Lose b) Lose-Win c) Win-Win d) Lose-Lose
- 7) _____ persons are aggressively competitive, hardworking, restless and have a great sense of urgency
a) Type A b) Type B c) Type C d) Type Y
- 8) Prolonged exposure to stress has been described as _____
a) Burnout b) stress threshold c) perceived control d) feedback
- 9) _____ in organizational culture is the degree to which management focuses on outcomes rather than the methods
a) Innovation b) Stability c) Easy goingness d) Result orientation
- 10) _____ refers to attitudes and behavior consistent with a particular role
a) Role identity b) Role perception c) Role expectations d) Role conflict

Q1) B) State whether the following is true or false: (Any 8)

(8 marks)

- 1) The use of power by the managers is at the heart of Autocratic model
- 2) Inter-organizational level of organizational behaviour is concerned with the impact of mergers, acquisitions, joint-ventures and the external environment on people working in the organization
- 3) The Self-Actualization need is at the top of Maslow's hierarchy of needs
- 4) According to Oldham and Hackman the dimension of Autonomy means that the employee should be required to perform different duties requiring different abilities and different skills
- 5) Hard skills land us our first job but soft skills help in building a career
- 6) The culture of stability encourages its employees to be creative and generate new ideas.

- 7) The conflict resolution strategy of Compromising is an aggressive and dominating strategy aimed at achieving one's personal goals at the expense of others
- 8) Job performance is the level of stress that the person can tolerate before negative feelings about stress occurs and has an adverse effect on performance
- 9) The blind self refers to those aspects of our life that is known to oneself as well as to others
- 10) Logical resistance of change is based on employees emotions, sentiments and attitudes towards change

Q2 A) What are the various levels of organizational behavior (7Marks)

B) Describe Maslow's hierarchy of needs. (8 Marks)

OR

C) Explain the expectancy theory of motivation (7 Marks)

D) What are the different models of organizational behavior? (8 Marks)

Q3 A) What are the various stages of group development? (7 Marks)

B) Explain the Johari window. (8 Marks)

OR

Q3 C) Define a group. What are the different types of group? (7 Marks)

D) Explain the concept of Emotional Intelligence. What are the various dimensions of emotional intelligence? (8 Marks)

Q4) A) What is assertiveness? How the skills of assertiveness influence our lives? (7 Marks)

B) What are the different types of organizational culture? (8 Marks)

OR

C) Describe in brief the different stages of conflict. (7 Marks)

D) What are the different strategies to cope with stress (8 Marks)

Q5) A) What is organizational Development? What are the basic concepts of Organizational Development? (7 Marks)

B) What are the essential aspects of an OD program? (8 Marks)

OR

Q5) Write Short Notes on the following: (Any Three)

(15 Marks)

- A) The challenge of managing diversified workforce
- B) Social facilitation effect
- C) Conflict resolution strategies
- D) Stress and job performance
- E) Steps of change Management