

Medical Exam - Jan' 20



SYBBI

SEMESTER III

ORGANISATIONAL BEHAVIOUR

25.1.20

Time: 2 hours 30 mins

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) _____ is a personality dimension that describes someone who is responsible, self-disciplined and organized.
(Emotional stability, Conscientiousness, Agreeableness)
- 2) _____ reinforcement encourages repetition of behavior.
(Positive, negative, Indifferent)
- 3) In _____ conditioning learning takes place due to consequences of our behavior.
(classical, operant, observation)
- 4) _____ is a process by which the receiver interprets the message and translates it into meaningful information.
(Medium, Encoding, Decoding)
- 5) A person with _____ power is able to exercise control over others who admires, respect and like him.
(coercive, legitimate, referent)
- 6) _____ is the degree to which members are attracted to each other and are motivated to stay in a group.
(Group shift, Groupthink, Cohesiveness)
- 7) A _____ is a third party who is knowledgeable and skilled in conflict management.
(arbitrator, conciliator, consultant)
- 8) _____ refers to the overall experience of the employee in the organization.
(Quality of work life, Organisational culture, Frustration)
- 9) An organisation that is characterized by _____ trust encourages politics.
(low, high, balanced)
- 10) The most desirable life position is _____. (I am not OK/You are OK, I am OK/You are OK, I am not OK/ You are not OK)



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

- 1) Individuals who are low on agreeableness are good natured, gentle, warm, tactful and considerate.
- 2) Moods and emotions are synonym terms.
- 3) Extroverts are friendly, sociable, lively, gregarious, aggressive, and expressive
- 4) Communication process ends when sender has a thought or an idea.
- 5) Expert power is also known as power of personality.
- 6) Coercive power has a negative impact on the receiver.
- 7) In case of distributive bargaining, the negotiation creates a win-win situation.
- 8) Job enrichment helps to improve quality of work life.
- 9) Frustration affects only the employee and not the organization
- 10) Machiavellianism is referred to 'any means can be used if it is necessary to maintain political power'.

Q2 A) What are the various techniques of group decision making? (8)

B) Explain the concept of Johari Window. (7)

OR

Q2 C) What are the sources of human emotions and moods? (8)

D) What are the sources of value system? (7)

Q3 A) How does learning happen through classical conditioning? (8)

B) Explain the concepts of: i) Locus of control, ii) Self esteem. (7)

OR

Q3 C) What are the features of a Matrix organisation? (8)

D) What are the personal sources of power? (7)

Q4 A) What are the causes of Job Frustration? (8)

B) What are the types of virtual teams? (7)

OR



Q4 C) What are the steps involved in negotiation process ? (8)

D) What impact does punishment have on employees? (7)

Q5 A) State the nature and characteristics of Organisational Behaviour. (8)

B) Explain various ethics that are lacking in the banking employee. (7)

OR

Q5) Write Short notes on: (any three) (15)

- a) Programmed and non-programmed decisions
- b) Downward Communication
- c) Centralization Vs Decentralization
- d) Schedules of reinforcement
- e) Group shift