

SYBBI Sem III Reg & A.T.K.T. Exam Oct-2022
Malini Kishor Sanghvi College of Commerce and Economics

14/10/22

Organizational Behaviour

Class: SYBBI

Sem III

(75 Marks)

Note: All questions are compulsory with internal choice



Q1) A) Fill in the blanks choosing the correct alternatives: (Any 8) (8 Marks)

- 1) _____ refers to the thoughts, wishes, desires that we are aware of or can recall at any given moment
a) Conscious b) Preconscious c) Unconscious d) Pretentious
- 2) _____ is a schedule of reinforcement in which the reinforcement is given only after a varying number of responses have been emitted
a) Fixed ratio b) Variable ratio c) Fixed interval d) Variable interval
- 3) _____ is a favorable consequence that encourages repetition of a behavior
a) Positive reinforcement b) Negative reinforcement c) Punishment d) Extinction
- 4) _____ is the process by which we become aware of, and give meanings to events around us
a) Motivation b) Recognition c) Delegation d) Perception
- 5) The _____ self represents things that others know about us, but we are unaware of
a) Blind b) Open c) Unknown d) Hidden
- 6) _____ is an unpleasant internal state that results when individuals notice inconsistency between two or more of their attitudes or between their attitudes and their behaviour
a) Self- monitoring b) Unconditioned stimulus c) Pygmalion effect d) Cognitive Dissonance
- 7) _____ creates a win-win situation
a) Integrative Bargaining b) Avoiding Bargaining c) Authoritative Bargaining d) Distributive Bargaining
- 8) A group that interacts primarily to share information and to make decisions to help each group member perform within his or her area of responsibility is known as _____
a) work group b) family group c) friends group d) play group
- 9) The most desirable life position is _____
a) I am OK – You are not OK b) I am OK-You are OK c) I am not OK You are OK d) I am not OK You are not OK
- 10) _____ refers to advancement of an employee to a higher post carrying greater responsibility, higher status and better salary
a) Transfer b) promotion c) separation d) retirement

Q1 B) State whether the following is true or false: (Any 7) (7 marks)

- 1) Reinforcement is some type of a reward or punishment which follows the performance of an activity

- 2) Self-disclosure is sharing information with others that they would not normally know or discover
- 3) The halo effect involves the tendency to judge all aspects of a person's behavior or character on the basis of a single attribution
- 4) The power distance index is defined as "a society's tolerance for ambiguity", in which people embrace or avert an event of something unexpected, unknown, or away from the status quo.
- 5) Stressful daily events positively affect moods
- 6) Lateral communication is described as the flow of information from people of higher authority to people of lower levels of authority
- 7) The grapevine is a pathway along which unofficial informal information travels
- 8) Employee response to reward power is compliance
- 9) Frustration is described as an unpleasant emotional state that results from obstacles blocking the path of the goal
- 10) Expert power is formal authority to control and use organizational resources

Q2 A) What is Locus of Control? Explain how Locus of control influence organizational behavior. (8 marks)

B) What are the key determinants of learning? (7 marks)

OR

C) Explain in brief the different models of decision making (8 marks)

D) Explain in brief communication through grapevine in organization (7 marks)

Q3 A) What is upward communication? What are the various practices of upward communication? (8 marks)

B) What are the consequences of organizational politics? (7 marks)

OR

C) Describe in brief the characteristics of the different ego states and types of transaction. (8 marks)

D) Elaborate on the process of negotiation. (7 marks)

Q4 A) What are the advantages and disadvantages of virtual teams? (8marks)

B) Explain the Dialectic decision method. (7 marks)

OR

C) Explain the elements of organizational structure. (8 marks)

B) What is frustration? What are the effects of frustration? (7 marks)

Q5 A) What are the promotion policies in Insurance companies?

B) Explain transfers in banks.

(8 marks)

OR

Q5) Write short notes on: (any three)

(15 marks)



- A) Operant conditioning
- B) Sources of Emotions
- C) Effects of power
- D) Group Cohesiveness
- E) The Matrix structure