

Malini Kishor Sanghvi College of Commerce and Economics  
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) \_\_\_\_\_ operates on pleasure principles, wants immediate gratification, like a spoilt child operates in a selfish pleasure seeking way  
a) Id b) Ego c) Superego d) Preconscious
- 2) \_\_\_\_\_ is the degree to which a person is emotionally stable, secure, content and free from depression  
a) Agreeableness b) Emotional Stability c) Conscientiousness d) Extraversion
- 3) \_\_\_\_\_ reinforcement occurs when a response is followed by an end to discomfort or by the removal of an unpleasant event  
a) Positive b) Fixed c) Negative d) Varying
- 4) The \_\_\_\_\_ is a pathway along which unofficial, informal information travels  
a) Cohesiveness b) grapevine c) accommodation d) accumulation
- 5) A person with \_\_\_\_\_ power is able to exercise control over other who admire, respect and like him  
a) Coercive b) referent c) legitimate d) expert
- 6) The relationship between the parties involved in integrative bargaining is \_\_\_\_\_  
a) short-term b) tough c) functional d) long-term
- 7) The \_\_\_\_\_ represents the part of a person's personality that is authoritative, protective, controlling, nurturing, critical and righteous  
a) child ego state b) adult ego state c) self- ego state d) parent ego state
- 8) A group whose individual effort results in a performance that is greater than the sum of those individual inputs is known as \_\_\_\_\_  
a) peer team b) play team c) work team d) self- team
- 9) \_\_\_\_\_ is the degree to which jobs within the organization are standardized  
a) Polarization b) Domination c) Creolization d) Formalization
- 10) Organization \_\_\_\_\_ is defined as the set of assumptions beliefs, values and norms that are shared by an organization's members  
a) Climate b) structure c) culture d) obstacles

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

- 1) Fixed ratio is a schedule of reinforcement in which reinforcement is given only after a fixed number of responses have been emitted
- 2) In shaping each successive step that move the individual closer to the desired response is reinforced
- 3) People with Internal locus of control are more extroverted in their interpersonal relationships and are more oriented toward the world around them

- 4) The Hidden self is a collection of those things that we keep to ourselves
- 5) Consensus is the extent to which other people behave in the same manner as the person we are judging
- 6) A disadvantage of group decision making is pooling of resources
- 7) The Organic models have extensive departmentalization, high formalization, limited information network and little participation by lower level organizational members in decision making
- 8) Deep acting is a form of emotional labor in which the individual experiences the emotion he or she is trying to display
- 9) The representative heuristic is tendency of the human being to make decisions on the basis of available information even though it might not be adequate or correct
- 10) Virtual teams are a challenge for employees who have Technophobia

- Q2 A) Define personality. Explain various factors affecting personality (8 marks)
- B) Explain classical conditioning theory of learning (7 marks)

OR

- C) Explain how we perceive others with Kelly's Attribution theory (8 marks)
- D) What are the different sources of Emotions and Moods? (7 marks)

- Q3 A) What are the different steps involved in traditional decision making? (8 marks)
- B) What is upward communication? What are the difficulties in upward communication? (7 marks)

OR

- C) Explain various causes of politics in an organization. (8 marks)
- D) Distinguish between distributive and integrative bargaining (7 marks)

- Q4 A) Explain Transactional Analysis Model with reference to ego states (8 marks)
- B) State the different factors influencing Group cohesiveness (7 marks)

OR

- C) Explain the factors influencing organizational structure (8 marks)
- D) What are the external causes of frustration? (7 marks)

- Q5) A) Explain transfers in banks. (8 marks)
- B) What is Voluntary Retirement Scheme? (7 marks)

OR



Q5) Write short notes on: (Any three)

(15 marks)

- A) Positive reinforcement
- B) Johari window
- C) Types of power
- D) Third party negotiations
- E) Groupshift

