

FYBBI sem II Reg Exam April - 2023

12/4/23

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 8)

(8 Marks)

- 1) Managers with _____ orientation assume that people are willing to work hard when the right conditions exist
a) Theory Y, b) Theory X, c) Theory A, d) Theory Z
- 2) According to Oldham and Hackman _____ dimension means giving an employee a complete job and not a highly specialized part of a job
a) Task identity, b) Skill variety, c) Task significance, d) Autonomy
- 3) _____ is an index which shows the relative mental or intellectual development of a child by stating the age level at which the child is performing
a) Chronological age, b) Mental age, c) Average age d) Old age
- 4) _____ intelligence is the capacity for speech, along with mechanisms connected to speech sounds, grammar, meaning, and use of language in various settings
a) Linguistic, b) Musical, c) Spatial, d) Kinesthetic
- 5) _____ are acceptable standards of behaviour within a group that are shared by the group's members
a) Roles, b) Norms, c) Status, d) Cohesiveness
- 6) _____ teams are teams that use computer technology to tie together physically dispersed members in order to achieve a common goal
a) Virtual, b) Cross-functional, c) Self-managed, d) Problem-solving
- 7) _____ is the process of expressing thoughts and feelings while asking for what one wants in an appropriate way
a) Hard skills, b) Soft skills, c) Assertiveness, d) Self-Esteem
- 8) _____ refers to reduction in motivation and effort when individuals work collectively in a group compared to when they work individually or as independent co-actors
a) Social Facilitation, b) Social Loafing, c) Polarization, d) Group think
- 9) _____ refers to an individual's view of how he or she is supposed to act in a given situation
a) Role identity, b) Role perception, c) Role dignity, d) Role conflict
- 10) According to Oldham and Haekman _____ dimension means more freedom to do scheduling of the job, to make decisions and to decide the procedures of how to work
a) Task identity, b) Skill variety, c) Task significance, d) Autonomy

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

(7 marks)

- 1) Managers with theory Y orientation assume that people are basically lazy, irresponsible, dislike work, need directions and will only work hard when they are punished
- 2) The dimension of Skill variety means that the employee should be required to perform different duties requiring different abilities and different skills
- 3) Spatial intelligence is the ability to create, communicate and understand meanings made of sound, along with mechanisms dedicated to pitch, rhythm
- 4) In Self- Managed teams employees from about the same hierarchical level but from different work areas come together
- 5) Hard skills land us our first job but soft skills help in building a career



- 6) Stress threshold is the level of stress that the person can tolerate before negative feelings about stress occurs and has an adverse effect on performance
- 7) The process of motivation begins with an unfulfilled need or drive
- 8) Hard skills are the essential core skills that one needs to get the job done, like work experience, educational and technical skills
- 9) Intrapersonal conflict means conflict within oneself
- 10) Organizations with club culture hire new college graduates and train them in a wide variety of jobs

Q2 A) What are the four models of organizational behaviour? (8 marks)

B) Define organizational behaviour. What are the different levels studied in organizational behaviour? (7 marks)

OR

C) Explain Maslow's need hierarchy theory. (8 marks)

D) Explain Expectancy theory of motivation (7 marks)

Q3A) What are the different types of groups? (8 marks)

B) Explain Roles. What are the factors that affect the role a person plays in an organization? (7 marks)

OR

C) What is assertiveness? Explain the importance of assertiveness. (8 marks)

D) What is goal setting? How to set effective goals? (7 marks)

Q4 A) Explain Johari window with the help of a diagram (8 marks)

B) What are self-disclosure? What are the benefits and risks? (7 marks)

OR

C) What is organizational Culture? What are the characteristics of organizational culture? (8 marks)

D) What are the forces that play important role in maintaining organizational Culture? (7 marks)

Q5 A) What is Organizational Development? Explain the process of organizational Development. (8 marks)

B) What is Total Quality Management? What are the four factors to be met for successful TQM? (7 marks)

OR

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

A) Conflict resolution strategy

B) Stress and Job performance

C) Steps of implementing change

D) Time Management

E) Characteristics of mature teams