



SYBBI Sem III Reg & A.T.K.T. Exam Oct-2019.

18/10/19.

SYBBI

SEMESTER III

ORGANISATIONAL BEHAVIOUR

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) _____ states that behavior is learned by repetitive association between a stimulus and a response.
(Classical conditioning, Reinforcement, Observational)
- 2) _____ management is the process by which people attempt to manage or control the perceptions others form of them.
(Time, Impression, Team)
- 3) _____ is the process by which we become aware of and give meaning to events around us.
(Satisfaction, Perception, Attribution)
- 4) _____ locus of control refers to an individual's belief that events are within their control.
(External, Internal, subjective)
- 5) _____ is a tendency to disperse decision-making authority in an organization structure.
(Centralization, Decentralization, Delegation)
- 6) _____ refers to the blocking or thwarting of goal attainment.
(Frustration, Quality of work life, Decentralization)
- 7) _____ is the degree to which members are attracted to each other and are motivated to stay in a group.
(Group shift, Groupthink, Cohesiveness)
- 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) In _____ conditioning learning takes place due to consequences of our behavior.
(classical, operant, observation)



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

- 1) Self-serving bias is a limitation of perception.
- 2) Grapevine is essential for effective communication.
- 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) Blind self is our basic public personality.
- 10) Centralization encourages creativity.

Q2A) What are the bases of Departmentalization? (8)

B) Explain the two negotiation strategies. (7)

OR

Q2 C) Describe the cross-cultural values which help in explaining and predicting behavior of employees from different countries. (8)

D) How does giving reward impact the organisation and its employees? (7)

Q3 A) What are the various types of errors in perception? (8)

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

OR

Q3 C) Compare between Centralization and Decentralization (8)

D) Explain the concepts of: i) Machiavellianism, ii) Self-monitoring. (7)

Q4 A) Explain how learning happens as per social learning theory. (8)

B) What are the various schedules of reinforcement? (7)

OR



Q4C) What are the various tactics of power used in an organisation? (8)

D) What are the various sources of moods and emotions? (7)

Q5 A) What are the various practices of organizational behaviour in Banking and Insurance? (8)

B) What are the causes of unethical behaviour in banking sector? (7)

OR

Q5) Write short notes : (any 3) (15)

- a) Life Positions
- b) Integrative Bargaining
- c) Effects of job frustration
- d) Job Enrichment
- e) Virtual organisation

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