



53829

Model Answer

Q.1) A) Fill in the blanks choosing the correct alternatives (any 8) (8)

- 1) Locus of Control
- 2) Positive
- 3) Objective
- 4) Hidden
- 5) Masculinity
- 6) Meaning
- 7) Coercive
- 8) Preparation & Planning
- 9) organizational chart
- 10) Best

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

- 1) True 2) True 3) True 4) False 5) True 6) False 7) False
- 8) False 9) True 10) True

Q.2) a) Personality – Allport defined personality as “ the dynamic organization within the individual of those psychological systems that determine his unique adjustments to his environment.” (Any other definition should be considered.)

Trait Theory – Traits are defined as relatively enduring and consistent ways of behaving.”

Features of trait theory- Relatively stable, differ in degree, influence behaviour

Types of traits – Cardinal, central, secondary

Definition = 2 marks and trait theory 6 marks

b) Learning – fundamental process in organization-creates an environment that encourages employees to learn –change in behavior.

Observational learning-learning takes place by observation-also known as social learning. Emphasizes that what managers do is more important than what they merely say.

Process- Attention –Retention-Reproduction-Reinforcement

Meaning 1 mark and process and how takes place= 6 Marks.

OR

Q.2) c) Perception- Process by which individual become aware of, and give meaning to events around him.

Errors in perception- selective perception-halo effect-stereotypes-projection-contrast Effect-expectancy effect.

Meaning =1 Mark, Errors- 7 marks

d) Johari window – Concept of Empathy- it is a sensitivity to others thoughts and feelings about the situation.- different dimensions can be represented in the form of four windows-1) Open self 2) Blind Self 3) hidden Self 4) unknown self

Meaning =1 Mark, Dimensions= 6 Marks.

Q.3) a) Applications of emotions and Moods at workplace-

- i) Employee selection ii) Decision Making iii) Creativity iv) Motivation
- v) Leadership vi) Negotiation vii) Customer service viii) Job attitudes
- ix) Deviant workplace behavior x) enhancing safety and prevention of injury

Any 8 points carries one mark each.

b) Types of organizational decisions-1) Programmed and non programmed =3^{1/2}

2) Decision under certainty, Uncertainty and Risk =3^{1/2}



OR

Q.3) c) Process of communication-

- 1) Sender 2) Encoding 3) Message 4) Channel-Formal and Informal 5)Decoding
6)Receiver 7) Noise 8) Feedback

Any 8 points carries one mark each

d) Causes of Politics –

- Individual factors-1) Self Monitoring 2) Locus of Control 3) Machiavellianism
4) investment in Job etc.

Organisational Factors-1) Declining resources 2) Promotional opportunities 3)Low trust
4)role ambiguity etc.

Q.4) a) Different forms of third party negotiations-

- 1)Mediator 2)Arbitrator 3)Conciliator 4) Consultant- 2 marks each

b) Transactional Analysis- Meaning -1 mark

- 1)The Parent Ego 2)The Adult Ego 3)The Child Ego State - 2 marks each

OR

c) Virtual team Definition- 1 mark each

Advantages- Flexible, Respond quickly, Reduce the amount of energy consumed
etc.

Disadvantages –Less and social support,needs special training etc.

Any 7 points carries 1 mark each.

d) Departmentalization and different types – Functional, Product, Geographical etc.

Meaning -1 Mark, Types-2 marks each

Q.5) a)Various strategies to manage issues of OB in Insurance companies-

Equal opportunity culture, No preferences based gender, role models etc.

Any 8 points carries one mark each

b) Ethics and various ways to prevent fraud in banks-

Punishment-Disciplinary action-Minor penalties (recovery from pay, withholding
of promotion etc.)and major penalties- Reduction to a lower grade or post,
compulsory retirement etc.)

OR

Q.5) Short Notes-

(Meaning/Feature/Advantages/Disadvantage/Types/Forms etc.)

Any 3 and carries 5 marks each.

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