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Q.P. code: 53830

Solution to BBI Sem III OB Regular October 2018

Q1(A) Fill in the blanks

1. Self-monitoring
2. Projection
3. Facial
4. Negatively
5. Downward

- (Any 8)
6. Arbitrator
 7. Expert
 8. Specific
 9. Dialectic Decisions
 10. Ethics

(8)

Q1(B) State True or False.

1. True
2. False
3. True
4. False
5. False

- (Any 7)
6. False
 7. True
 8. True
 9. True
 10. False

(7)

Q2(A) Gordon Allport's Trait theory

Explanation on the Cardinal, Central and Secondary traits.

(8)

Q2(B) Learning by operant conditioning

Explanation on operant learning with positive and negative reinforcement, punishment and extinction.

(7)

OR

Q2(C) Factors that influencing perception

Explanation on characteristics of the perceived, perceiver and the situation.

(8)

Q2(D) Values and Ethical behavior

Explanation differentiating values and ethics and impact on behavior.

(7)

Q3(A) Power and its types

Meaning / Definition of power

2 Marks

Robbins and Judge define power as "a capacity that A has to influence the behavior of B so that B acts in accordance with the wishes of A"

Types of Power

5 Marks

1. Reward power
2. Coercive power
3. Legitimate power
4. Personal power
5. Expert power

(8)

Q3(B) Process of Negotiation

1. Planning for negotiation
2. Define ground rules
3. Clarification and justification
4. Bargaining and problem solving
5. Closure and implementation

(7)

2

- Q3(C) Virtual teams and its advantages (8)
It is a small, core organization that outsources major business functions. They are highly centralized and have little departmentation. They spend most of their time coordinating relations. They are highly flexible. Management have little control over key parts of its business. Outsourced company may leak trade secrets.
- Q3(D) Brain Storming Technique (7)
Explanation on brainstorming with its basic guidelines and difficulties.
- Q4(A) Factors that affect organizational structure (8)
Strategy, Organisation size, Technology, Environment.
- Q4(B) Organizational climate (7)
Briefly discuss organizational climate and its impact.
- Q4(C) Internal causes of frustration (8)
Internal Causes: Interpersonal inadequacies, conflict of motives, lack of good communication, lack of leadership skills, lack of social skills.
- Q4(D) Ways in which departmentalization can be done (7)
Functional, Product, Geographical, Process, Customer departmentalization.
- Q5(A) Stress in Indian banking sector (8)
Explain stress issues in Banking sector with examples.
- Q5(B) Training in Insurance sector (7)
Explain training issues in Insurance sector with examples.
