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53832

Solution to BBI Sem III OB Regular October 2018

Q1(A) Fill in the blanks

(Any 8) (8)

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|---------------------------|-----------------------------|
| 1. Locus of Control | 6. Facial |
| 2. Positive reinforcement | 7. Reward |
| 3. Stereotypes | 8. preparation and planning |
| 4. postnatal | 9. Electronic Meeting |
| 5. Upward | 10. Values |

Q1(B) State True or False.

(Any 7) (7)

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

Q2(A) Big Five Model

(8)

The Five dimensions of Personality

1. Extroversion-Introversion
2. Conscientiousness
3. Agreeableness
4. Emotional Stability
5. Openness to experience

Q2(B) Learning by classical conditioning

(7)

Explain Pavlovian conditioning theory with his experiments.

Q2(C) Johari Window

(8)

Explain open self, blind self, hidden self and unknown self in Johari window

Q2(D) Moods and emotions

(7)

Emotions are intense feelings and Moods are less intense. Emotions are directed towards some specific target and Moods have no specific reason. Moods are long lasting than emotions and Moods can make people emotional. Emotions become moods when they lose focus from the specific event. Emotions are fleeting and Moods are long lasting. Emotions are action oriented and Moods cause a person to brood.

Q3(A) Communication through grapevine

(8)

Explain accuracy, feedback understanding and speed in grapevine. Grapevine pattern and electronic grapevine also may be included.

Q3(B) Factors affecting Political behavior

(7)

Individual factors: Self-monitoring, Locus of control, Machiavellianism, investment in the job, job alternative, expectation of success.

Organisational factors: Declining resources, Promotional opportunities, Low trust, Role ambiguity, Performance evaluation systems, Zero-sum reward systems.

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Q3(C) Types of transactions (8)
Explain Complimentary, Crossed and Ulterior transactions.

Q3(D) Nominal Group Technique (7)
Explain NGT with few advantages | Meaning | Features

Q4(A) Common forms of organizational designs (8)
Explain the simple structure, the bureaucracy, the matrix structure.

Q4(B) Organizational climate (7)
Briefly discuss organizational climate and its impact.

Q4(C) Measures to reduce employee frustration (8)
Create supportive climate, reduce role ambiguity, proper selection, career development, job design, stress management programs.

Q4(D) Ways in which departmentalization can be done (7)
Functional, Product, Geographical, Process, Customer departmentalization.

Q5(A) Transfer and promotion issues in Insurance sector (8)
Explain transfer and promotion issues in Insurance sector with examples.

Q5(B) Team work in Indian banking sector (7)
Explain team work in Indian banking sector with examples.
