

gp. Code 24465

SyBBI (Organizational Behavior)

Marks 75

Note: 1. All Questions are compulsory
2. Figures to the right indicate full marks.

Q1. A) Fill in the blanks with the appropriate options: (Any Eight) (8)

1. observation
2. low
3. Locus of control
4. Hidden
5. downward
- 6 specific
- 7 no criticism
- 8 information overload
- 9 high
- 10 low

B) State whether the following statements are True or False (Any Seven) (7)

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

Q2 A) Personality: the unique and relatively stable patterns of behavior, thoughts and emotions shown by individuals (2 marks)

Major determinants of Personality: Heredity, environment (6 marks)

B) How learning by classical conditioning takes place: Pavlov experiments of classical conditioning. (7 marks)

OR

C). Attribution theory proposed by Harold Kelly: Personal factors, Situational factors (4 marks each)

D). Steps involved in decision making: problem recognition, problem diagnosis, problem definition, making a pre decision, solution generation, solution evaluation and selection, solution implementation, feedback. (7 marks)

Q3 A). Techniques used for corporate communication: Downward, upward, lateral, electronic, informal. (8 marks)

B) Types of Power: Reward, coercive, legitimate, personal, expert. (7 marks)

OR

C) Transactional Analysis Model with reference to ego stages: The Parent, the Adult, the Child. (8 marks)

D). Advantages: flexible, optimum utilization of resources, quick response, saves time, space , saves cost, coordination, management, no boundary constraints, etc (3.5 marks)

Disadvantages: special training, decrease monitoring and control, differences in members, technophobia, vulnerable to mistrust, communication break down, sharing less information. Etc (3.5 marks)

Q4 A) . Elements of organizational structure: work specialization, departmentation, chain of command, span of control, centralization and decentralization, formalization. (8 marks)

B) . Causes of Frustration: Internal Causes and External causes (3.5 marks each)

OR

C) Any 7-8 measures/ strategies that can be used to reduce employee frustration in banking industry (Examiners are required to allot marks based on the content of the answer) (8 marks)

D) . Factors that influence organizational structure: Strategy, organization size, technology, environment, etc. (7)

Q5 A) Any 7-8 strategies implemented by banking industry with reference to organizational behavior. (Examiners are required to allot marks based on the content of the answer) (8marks)

B).Any 6-7 problems faced by insurance industry with reference to organizational behavior. (Examiners are required to allot marks based on the content of the answer) (7 marks)

OR

Q.5. Write Short Note (Any three)

(15)

- a) Errors in Perceptions : Selective perception, halo effect, stereotypes, projection, contrast, expectancy.
- b) Causes of Political Behavior: Individual factors and organizational factors,
- c) New Organizational Designs: Team structure, Virtual, Boundaryless organization.
- d) Sources of Emotion and Moods: personality, weather, day of the week and time of the day, stress, social activities, sleep, exercise, age, etc.
- e) Centralisation and Decentralisation : concept and its key features.