FyBBI-18

Paper / Subject Code: 76310 / Organizational Behaviour.

Q. P. Code: 32898

TIME: $2\frac{1}{2}$ HOURS   MARKS: 75

NOTE: All questions are compulsory.

Figures to the right indicate full marks

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

i) Partnership is at the heart of _____ model.

    a) Supportive   b) Custodial   c) Collegial

ii) The study of people in relation to social environment or culture is called_____.

    a) Sociology   b) Anthropology   c) Psychology

iii) To_____ goes the credit of developing the first test of intelligence

    a) Goleman   b) Binet   c) Maslow

iv) A _____ group is designated work group defined by an organization structure.

    a) Formal   b) Informal   c) None of these

v) _____ is defined as set of expected behavior patterns attributed to someone occupying a given position in an organization.

    a) Role   b) Status   c) Norms.

vi) _____Skills include wide range of traits and qualities.

    a) Soft   b) Interpersonal   c) Technical

vii) _____refers to the core values that are shared by majority of the organisations members.

    a) Sub-culture   b) Dominant culture   c) Weak culture

viii) In_____strategy the participant is more concerned with other's outcome than one's own outcome.

    a) Compromising   b) Forcing   c) Smoothing.

ix) Individuals who are more prone to stress are described as _____ personalities.

    a) Type A   b) Type B   c) Type C

x)_____ is the first step in organizational development process.

    a) Diagnosis   b)Data collection   c) Use of intervention

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

i) Visual intelligence is also known as spatial intelligence.

ii) Formal groups happen by chance.

iii) Effective goal setting involves setting SMART goals.

iv) Synergy refers to additional energy in a group.

v) Theory Y believes that people are lazy and inactive.

vi) Compromising is the best way of resolving a conflict

vii) Stress within limit is beneficial.

vii) In the refreezing stage of change new ideas and practices are learnt.

ix) The people in OD programs learn by the process of theoretical learning

x) Organisations no longer operate within national borders.

Q2.A. "Organisational Behaviour is interdisciplinary in nature". Explain (8)

(B) Explain in detail Maslow's Need theory of motivation (7)

OR

Q2. (P) How can various theories of motivation be applied in the modern organization? (8)

(Q) Describe in brief the motivational techniques which can be used in the banking industry. (7)

Q3. (A) What is Intelligent Quotient? Explain Gardner's theory of multiple intelligences. (8)

(B) Briefly enumerate the stages of group development. (7)

OR

Q3. (P) State the functions of a leader. (8)

(Q) Describe the different dimensions of personality in the form of Johari Window. (7)

Q4. (A) Define culture. How culture is created? (8)

(B) Explain the various methods of transmitting culture in the organization. (7)

OR

Q4. (P)Describe the how the change can be successfully implemented in the organization? (8)

(Q) What are the extreme effects of stress? (7)

Q5. (A) State the meaning and characteristics of organizational development (8)

(B) Describe the major OD Interventions (7)

OR

Q5. Write short notes on any three of the following (15)

1. Emotional Intelligence.

2. Goals of organizational behaviour

3. Time management.

4. Sources of conflict

5. Limitations of OD

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