

Q.P. Code :23060

[Time: 2 $\frac{1}{2}$ Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B: 1. All Questions are compulsory
2. Figures to the right indicate full marks.

- Q.1 A Fill in the blanks with the appropriate options: **(Any Eight)** 8
1. Our _____ self cannot be known to others unless we disclose it.
(open/blind/hidden)
 2. People with _____ self esteem perceive themselves to be more capable.
(high/low/average)
 3. _____ is the process by which we become aware of and give meaning to events around us:
(Satisfaction/perception/attribution)
 4. _____ reinforcement encourages repetition of behavior.
(indifferent/negative/positive)
 5. _____ communication is flow of information among peers.
(lateral/downward/upward)
 6. Effective leaders _____ rely on emotional appeals to convey their messages.
(Do/don't/never)
 7. Personality traits _____ affect negotiation.
(does/does not/not at all)
 8. The most desirable life position is _____.
(I am not OK, You are OK/ I am OK, You are OK/ I am not ok, You are not OK)
 9. An organization that is characterized by _____ trust encourages politics.
(low/high/balanced)
 10. _____ refers to the degree, to which decision making is concentrated at a single point in the organization.
(Centralization/decentralization/delegation)
- B State whether the following statements are True or False **(Any Seven)** 7
1. Social learning is commonly referred to observation learning.
 2. Employees tend to be more attentive to novel stimuli.
 3. School experiences do not have an impact on the development of the personality.
 4. Blind self is our basic public personality.
 5. Non-Programmed decisions are routine decisions.
 6. Open door policy is attractive in theory as well as in practice.
 7. Employee motivation is not affected by moods and emotions.
 8. Life positions originate from a combination of two viewpoints.
 9. Coercive power has a negative impact on the receiver.
 10. Organizational culture and climate means the same.

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- Q.2 A Explain how major personality traits such as Locus of Control and Self-esteem influence OB. 8
B Describe key features of Attribution theory of Perception. 7
OR
C Describe how managers can use the operant conditioning to procure the desired behaviors from their subordinates. 8
D How managers can apply the concept of emotions and moods at the work place? 7
- Q.3 A What are the steps involved in the process of negotiation? 8
B Explain Transactional Analysis Model with reference to ego states. 7
OR
C What are the different forms of third party negotiations? 8
D Discuss the advantages and disadvantages of group decision making. 7
- Q.4 A Explain the following concept: 8
i) Span of Control ii) Departmentalization
iii) Matrix organization iv) Organization Climate
B Outline the different factors that affect the Organizational Structure. 7
OR
C What are the measures that can be used to reduce employee frustration in banking industry? 8
D Describe the new organizational designs that can be selected by an organization. 7
- Q.5 A What are the strategies implemented by Insurance industry with reference to organizational behavior? 8
B Explain various causes of politics in an organization. 7
OR
- Q.5 Write short Note (Any three) 15
a) Freud's Psychoanalytic Theory of Personality
b) Impact of Rewards and punishment on organizational climate
c) Emotions and mode
d) Importance of corporate communication
e) Strategies to cope with issues of OB in banking sector.
