

Organisation & Behaviour.

①

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Q.1) A) Multiple choice questions -

- 1) Birth
- 2) Openness
- 3) Perceived
- 4) Less
- 5) Video Conferencing
- 6) Referent
- 7) Distributive bargaining
- 8) Cohesiveness
- 9) Span of Control
- 10) Consultant

B) True or False:

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

Q.2) a) Definition of Personality -

"the unique and relatively stable patterns of behavior, thoughts and emotions shown by individuals."

Factors affecting personality -

- 1) Family Environment
- 2) Social Environment
- 3) School Environment
- 4) Cultural Environment

Each point carries 2 marks.

b) Learning - It is a fundamental process in organisation. Organisations which create an environment to encourage employees to learn are likely to be more productive & profitable.

Determinants → ① Subjective (Reinforcement, Motivation etc)
② Objective (Amount of Practice, Learning methods etc)

OR

Q.2) c) Attribution theory of Perception. (8)

- Theory explains how people assign responsibility and the cognitive (mental) processes by which they interpret the causes of their own behavior and the behavior of other people.
- Factors - Consistency, Distinctiveness, Consensus.
- Errors - Self serving bias, Fundamental attribution bias.

d) Types of decisions taken in an organisation:

- 1) Programmed and non programmed Decisions.
- 2) Decisions under certainty, Uncertainty & Risk.

Q.3) a) Steps involved in communication process -

- 1) Sender
- 2) Encoding
- 3) Message
- 4) Channel
- 5) Decoding
- 6) Receiver
- 7) Noise
- 8) Feedback

b) Types of power -

- 1) Reward
- 2) Coercive
- 3) Legitimate
- 4) Personal
- 5) Expert.

OR

Q.3) c) Negotiation - Definition -

Robbins & Judge define negotiation as "a process in which two or more parties exchange goods or services and attempt to agree on the exchange rate for them."

Factors affecting negotiation Process -

- * Role of Personality Traits in negotiation
- * Role of Gender in negotiation.

3) d) Advantages of Virtual Team -

Flexible, Respond quickly, Reduce the amount of energy consumed etc.

Disadvantages of Virtual Team -

Less and social support, needs special training etc.

4) a) Factors influencing organisational structure -

- i) strategy, ii) Organisational size
- iii) Technology iv) Environment etc.

b) Transactional Analysis - Main Meaning

- Parent ego.
- Adult ego.
- Child ego.

LOR

1) c) Common forms of organisational design.

- ① Simple structure
- ② The Bureaucracy
- ③ Matrix structure.

d) Causes of frustration - (Internal & external)

- Physical environment, Social environment
- Mental or intellectual limitations etc.

4

Q.5) a) Ethical practice is a fundamental concept that OB strongly advocates. But in banking sector various ethical issues ~~are~~ are lacking in employees. They are involved in -
 Misappropriation of funds, frauds, lack of secrecy etc.

- b) Different OB issues in Insurance sector.
- 1) challenge of Globalisation.
 - 2) challenge of managing diversified workforce
 - 3) challenge of striking work life balance
 - 4) challenge of improving customer service
 - 5) challenge of coping with temporariness etc.

OR

Q.5) short notes - (Any 3)

(Meaning / Features / Advantages / Disadvantages / Types / Forms etc.)

Each short note carries 5 marks.