

① SYBBA - III Organisational Behavior (set I)

Q.1 A. All True

① P. Card. No. 53833

B. 1-B, 2-A, 3-D, 4-C, 5-F, 6-E, 7-H, 8-G, 9-J, 10-I.

Q.2 A. Importance of learning

- > Smooth conduct at all level
- > Improves ability of employees
- > Better thinking habits
- > growth for both organisation & employee
- > Develops management skills among employees

B. Factors affecting personality

> Family > social > school > cultural > Religion

- a) Structure
- b) Atmosphere
- c) Relationship

C. Errors in Perception

- > Halo Effect > Stereotypes > Projection > Contrast Effect
- > Expectancy effect

D. Application of Emotion & mood in organisation

- > Employee selection > Decision making > Creativity
- > Motivation > Leadership > Negotiation

Q.3 A. > I am ok - You are ok > I am ok - You are not ok  
> I am not ok - You are ok > I am not ok - You are not ok  
(Life Positions)

B.

Advantages of Group Decision making

- > Pooling of resources > Diversity of views > More Enthusiasm
  - > sharing of load
- Disadvantages : > Time consuming > Domination by few  
> Ambiguous responsibility > Threat

A. Types of comm?

- > Upward > Downward > Lateral > Electronic > Information

B. Reasons for organisational politics

- > Declining resources > Promotional opportunity > Less Trust
- > Confusion > No reward system > Democratic process
- > Pressure of Performance

Q.4 A Elements of organisational Structure

- > specialisation > Departmentalization > chain of command
- (2)
  - a) function b) Product c) Geographical
  - d) Process e) Customer

B. Tackling Frustration

- > supportive climate > Reduce Role conflict > Proper selection
- > Proper training > career development > stress Mgmt programs.

C. New organisational designs

- > Team structure > Virtual Org<sup>n</sup> > Boundary less Org<sup>n</sup>

D. Impact of organisational climate

- > Job satisfaction > Job Commitment → Job involvement
- > Job motivation

Q.5 A > Use of strength & talent of bank

- > Experiencing flow > use of rewards
- > Helping towards meaning determination in work > creating positive moments
- > Encouraging Job crafting >

B

Practice of organisational Behaviour in Insurance

- > Learning > Personality > Training > career development > Decision making

Q.5 A. Ego states

- > Parents > Adult > child

B. Frustration

- > complex Bank<sup>g</sup> system > less clarity of product
- > less advice from Banks > Lack of Problem Solving attitudes

C. Crisis negotiation

- > Short Time > specific threats > Premium builds > loss of control

D. Managing organisational Politics

- > Building Relationships > Analyse organisation > Understand informal network > Developing people skills

E. Empathy

- > Feeling for some one > feeling with some one
- > Use of Imagination