

S4BBI

11/10/19

Duration: 2.5 Hrs.

XY9ACN
O.B.

Marks: 75

Instructions:

1. All questions are compulsory
2. All figures to the right indicate full marks.

L

Q.1 A. State the following statements True or False: (Any 8) (8)

1. Learning is only subjective.
2. Moods and Emotions are synonym terms.
3. Knowing right and wrong conduct is ethical dilemma.
4. Group leadership affects cohesiveness of groups.
5. *Grapevine is essential for effective communication.*
6. Building trust is the biggest challenge in virtual teams.
7. Job enrichment helps to improve quality of work life.
8. Centralization encourages creativity.
9. Personality traits affect negotiation.
10. OB helps to control employee behavior.

Q.1 B. Match the following: (Any 7) (7)

Column A

Column B

- | | |
|---------------------------------|--------------------------------------|
| 1. Grapevine | a. Group unity |
| 2. Lateral Communication | b. Rumours |
| 3. Project development teams | c. Risky shift |
| 4. Group cohesion | d. Horizontal communication |
| 5. Group Shift | e. Developing new products |
| 6. Charismatic Power | f. Delay in decision making |
| 7. Child Ego stage | g. Edward de Bono |
| 8. <i>Group decision making</i> | h. Immature |
| 9. Lateral Thinking | i. Cause for organizational politics |
| 10. Role ambiguity | j. Personality |

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- Q.2 A. Define Learning. Discuss Classical conditioning and state its importance. (7)
B. Highlight sources of emotions and moods. (8)

OR

- C. Define Values. Explain its significance with respect to ethical behavior. (7)
D. Define Decision Making. State various styles of Decision. (8)

- Q.3 A. Define Negotiation. Explain its process in detail. (7)
B. Define Group Cohesiveness. State its features. (8)

OR

- C. What is Group decision making? How can one manage the same – Discuss. (7)
D. Discuss advantages & limitations of grapevine communication. (8)

- Q.4 A. Define organizational design. State various strengths of a simple structure. (7)
B. What is Boundryless organization. (8)

OR

- C. Define Job frustration and discuss various ways to overcome the same in an organization. (7)
D. What is a Virtual organization? State its features. (8)

- Q.5 A. Discuss the role of Personality at Employee level. (7)
B. Discuss various strategies to manage issues of OB in banks. (8)

OR

- C. Write short notes on the following: (Any 3) (15)
a. Features of Matrix structure
b. Brainstorming sessions.
c. Machiavellianism
d. Traditional techniques of decision making.
e. Crises in Negotiations.