

R2B0423

FYBBI-II

17/4/23

OB

Note: 1) Answer all questions

2) Figures to right indicates full marks

Q 1.A) Fill in the blanks with appropriate options (Any Eight)

08

- 1) The study of people in relation to their social environment or culture is called _____.
a. Psychology b. Sociology c. Anthropology
- 2) Fredrick Herzberg labelled the factors that motivate or produce job satisfaction as _____.
a. Primary b. Hygiene c. Motivators
- 3) Prolonged exposure to intense stress leads to a condition that has been described as _____.
a. Frustration b. Burnout c. Depression
- 4) _____ is a system of quality standards set by the International Organization for Standardization (ISO).
a. ISO 9000 b. ISO 14000 c. ISO 14001
- 5) Spiritual Intelligence is popularized by _____.
a. Goleman b. Herzberg c. Zohar
- 6) _____ skills include a wide range of traits and qualities.
a. Interpersonal b. Soft c. Technical
- 7) _____ self represents things that others know about us, but not known to us. a. Unknown b. Blind c. Hidden
- 8) _____ are mini-cultures within the organizations.
a. Sub-culture b. Dominant culture c. Weak culture
- 9) Conflict between two departments of a company is called as _____.
a. Interpersonal b. Intrapersonal c. Intergroup
- 10) _____ kind of resistance happens when employees do not have proper knowledge or information .
a. Logical b. Sociological c. Unfreezing

Q 1.B) State whether the following statements are True or False (Any Seven)

07

- 1) Theory X & Y of motivation is profounded by Abraham Maslow.
- 2) Safety need is about security & protection from physical & emotional harm.
- 3) Role ambiguity is a major source of extra organizational stressor.
- 4) Organizations no longer operate within national borders.
- 5) TQM has borrowed ideas from physics.
- 6) There are 8 stages in Newstrom and Davis model of conflict resolution.

- 7) Visual intelligence is also known as spatial intelligence.
- 8) Formal group happens by chance.
- 9) Soft skills land us our first job but hard skills help in building a career.
- 10) In the refreezing stage of change new ideas and practices are learnt.

- Q 2.A) What is Organizational Behavior? Explain Autocratic model & Custodial model. 08
Q 2.B) Explain Maslow's need hierarchy theory. 07

OR

- Q 2.C) "Organizational Behaviour is interdisciplinary in nature". Explain 08
Q 2.D) Discuss in brief the motivational techniques. 07

- Q 3.A) Explain in detail Johari window with the help of diagram. 08
3.B) Explain the types of teams. What are the requirements for a sound team? 07

OR

- Q 3.C) Write a note on EQ and SQ. 08
Q 3.D) Explain the different types of groups. Briefly enumerate the stages of group development. 07

- Q 4.A) What is organizational culture? What are its characteristics? 08
4.B) What are the different strategies for coping with stress? 07

OR

- Q 4.C) Define Conflict. Explain the levels and sources of conflict. 08
4.D) What are the types of resistance to change? How to implement change successfully? 07

- Q 5.A) What is Organizational development? Discuss characteristics of Organizational development 08

- 5.B) What are major techniques of Organizational development? 07

OR

- Q 5) **Write short notes (Any Three)** 15
1) ERG Theory.
2) Areas of individual differences.
3) Social Loafing.
4) Extreme effects of stress.
5) Total Quality Management.
