

DURATION: 2 ½ Hours

TOTAL MARKS: 75

NOTE:

1) All Questions are compulsory with internal choice options and carry 15 marks each.

2) Figures to the right indicate full marks

Q.1) A) Choose the correct option (Any 8):

(08)

- 1) _____ is directly concerned with the understanding, prediction and control of human behaviour in organizations.
(Organization Development, Organization Behaviour, Organization Control, Organization Culture)
- 2) _____ model of O.B. is founded on leadership
(Custodial, Supportive, Collegial, Autocratic)
- 3) There are _____ components of attitudes.
(Two, Three, Four, Five)
- 4) _____ is the last stage of conflict.
(Latent, Felt, Manifest, Aftermath)
- 5) ERG theory of motivation is given by which author.
(Maslow, McGregor, Alderfer, Skinner)
- 6) _____ power refers to the power that one receives because of position with the formal hierarchy.
(Reward, Legitimate, Coercive, Referent)
- 7) _____ means the mental action or process of acquiring knowledge and understanding through thoughts, senses and experience.
(Learning, Development, Cognition, Training)
- 8) _____ conflict means conflict across groups in an organization
(Interpersonal, Inter-group, Intra-personal, Introvert)
- 9) When employees in organizations convert their power into action, they are engaged in _____.
(Expert power, Dependency, Personal power, Politics)
- 10) Transformational change is often carried out _____.
(by middle managers, Top-down, Bottom-up, by staff managers)

Q.1) B) True or False (Any 7):

(07)

- 1) Individuals who are more prone to stress are described as Type-A personality.
- 2) Need Hierarchy theory of motivation is given by Edwin Locke
- 3) Politics means use of power by one person to affect the behaviour of another person.
- 4) Declining mental health is not an effect of conflict.
- 5) Lack of focus is an outcome of stress.
- 6) Perception is an act of over thinking on a topic.
- 7) Formulating clear goals is an important factor for effective team building.

- 8) There is no difference between a team and a group.
- 9) Personality, education and intelligence are personal factors affecting job satisfaction.
- 10) Job redesigning is a perceptual error at workplace.

Q.2) A) Explain the concept of Organization behaviour with the help of its features. (08)

B) Explain the concept of Motivation, also explain Herzberg's Two factor theory. (07)

“OR”

Q.2) C) What do you mean by Perception? Explain various perceptual errors at workplace. (08)

D) What is Personality? Explain with the help of “Big 5” personality traits. (07)

Q.3) A) What do you mean by Informal organization? Explain positive effects and negative effects of an informal organization. (08)

B) Define and explain the concept of conflict. Explain some effects of conflict on organizations. (07)

“OR”

Q.3) C) What is “Politics” at workplace? Explain organizational and individual factors influencing political behaviour in organizations. (08)

D) What is Team building? Explain major factors for building an effective team. (07)

Q.4) A) Explain any four organizational approaches and any four individual approaches to stress management. (08)

B) Explain the role of “Power” in an organization with the help of types of power. (07)

“OR”

Q.4) C) Explain meaning and nature of employee counselling? Explain types of Counselling. (08)

D) What is resistance to change? Explain the ways to overcome resistance to change. (07)

Q.5) A) What is job satisfaction? Explain job satisfaction factors controlled by management. (08)

B) Explain stages of group development (07)

“OR”

Q.5) C) Write Short Notes on (Any 3): (15)

- 1) Learning
- 2) Goal Setting theory of Motivation
- 3) Extreme products of stress
- 4) Values and Attitude
- 5) Formal groups