

Duration: 2½ Hours

Max. Marks: 75

- N.B.:** 1) All the questions are compulsory.
2) Figures to the right indicate the marks.

Q.1 (A) State whether the following statements are True or False (any Eight) (08)

- The autocratic model of OB is primarily based on managerial authority and power.
- Employees in the autocratic model usually demonstrate high motivation and initiative on their own.
- Projection is attributing our own traits or feelings to others.
- Stereotyping involves judging someone based on group membership or generalizations.
- Coercive power is based on the threat of punishment or sanction.
- Expert power comes from one's knowledge or skills.
- A group is defined as two or more individuals interacting to achieve common goals.
- Task groups are informal groups that form based on friendship among employees.
- Referent power is based on identification, admiration, or respect from others.
- Employees who engage in organizational politics are always respected and trusted by their peers.

(B) Match the column (any Seven) (07)

Column A	Column B
1. Friendly and Outgoing	a. Resistance to change
2. Three-stage Change Model	b. Unfreezing, Change, Refreezing
3. Group formed for task completion	c. Impact of stress
4. Burnout or complete breakdown	d. Task group
5. Non-directive Counselling	e. Learning
6. Process of acquiring knowledge or skills	f. Client leads the session
7. Multidisciplinary approach	g. Psychology, Sociology, Anthropology
8. Opposition to new ideas	h. Extrovert
9. Impatient and time-conscious	i. Type A personality
10. Less competitive and patient	j. Type B personality

Q.2 (A) Explain the meaning of perception. Describe the various errors in perception. (08)

(B) Define personality and describe the Big Five Model of Personality. (07)

OR

Q.2 (C) Explain the various personal factors affecting the job satisfaction. (08)

(D) Explain the nature and characteristics of organisational behaviour. (07)

- Q.3 (A) Explain the different levels of conflict. (08)
(B) Explain the conflict resolution process with its outcomes. (07)

OR

- Q.3 (C) Explain leadership. What are the key roles of an informal leader? (08)
(D) Explain the different types of counselling. (07)

- Q.4 (A) State the positive and negative impact of informal groups. (08)
(B) Describe the organizational stressors in brief. (07)

OR

- Q.4 (C) Define motivation and explain Maslow's theory of motivation. (08)
(D) Explain the different causes of political behaviour in organizations. (07)

- Q.5 (A) Explain the ways in which support for change can be built. (08)
(B) Explain the difference between team and group. (07)

OR

- Q.5 Write short note on any three of the following: (15)

- Stages of group development.
- Type A and B personality
- Negotiation
- Machiavellianism
- Types of resistance to change
