

[Time: 03.00 Hrs]		[Marks:75]
Please check whether you have got the right question paper.		
N.B:	<ol style="list-style-type: none"> 1. Q.1 is compulsory and carries 20 Marks. 2. Q. 8 is compulsory and carries 15 Marks. 3. Attempt any four questions from Q.2, Q.3, Q.4, Q.5, Q6 and Q7. Each of these questions carry 10 Marks. 4. Figures to the right indicate full marks. 	

Q.1	(A)	<p>Select the correct option for the following statements/ questions:</p> <ol style="list-style-type: none"> 1. _____ is the process of company work and service methods, against the best practices and outcomes for the purpose of identifying changes that will result in higher quality output. <ol style="list-style-type: none"> a) Re-engineering b) Benchmarking c) Empowerment 2. _____ denotes the psychological characteristics of a person that influence his behaviour towards goal achievement and has key influence on his work performance. <ol style="list-style-type: none"> a) Attitude b) Personality c) Social behaviour 3. _____ represents a storehouse of all instincts, containing in its dark depths all wishes, and desires that unconsciously direct and determines our behaviour. <ol style="list-style-type: none"> a) Id b) Ego c) Superego 4. _____ is a trait that includes high levels of thoughtfulness, good impulse control, and goal-directed behaviors. <ol style="list-style-type: none"> a) Extraversion b) Openness c) Conscientiousness 5. _____ can be defined as a process whereby the outside environmental information as input is selected, received, recognized and interpreted so that this information becomes meaningful. <ol style="list-style-type: none"> a) Attitude 	(10)
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- b) Personality
- c) Perception

6. _____ is the willingness to exert efforts in order to achieve a desired outcome or goal which will satisfy someone's needs.

- a) Openness
- b) Agreeable
- c) Motivation

7. Group _____ is the aggregate of all the factors causing members of a group to stay in the group or be attracted to the group.

- a) cohesion
- b) cohorts
- c) coordination

8. _____ is the combination of two type of organization structure in which 2 chain of command is directing individual employees.

- a) Organic
- b) Matrix
- c) Flat

9. A/ An _____ leader centralize power and decision making in himself and exercises complete control over the subordinates.

- a) democratic
- b) autocratic
- c) transactional

10. _____ allows the benefits of group decision making without member being prevent and meet face to face.

- a) Delphi Technique
- b) Brain Storming
- c) Lateral Thinking

(B)

State whether True or False:

1. The main concern for the managers in any organisation is to persuade people to work together in a coordinated manner and achieve the goals of the organisation.

(10)

	<p>2. Re-engineering is the authority to make decisions within one's area of operations without having to get approval from anyone else.</p> <p>3. Perception refers to all the forces operating within a person to cause him or her to engage in certain kinds of behaviour rather than others.</p> <p>4. The family background of an individual does not play any role in influencing the behaviour of an employee.</p> <p>5. Sensation involves detecting the presence of a stimulus whereas perception involves understanding what the stimulus means.</p> <p>6. The urge to fulfill needs is a prime factor in motivation of people at work.</p> <p>7. Reference groups is defined as the layout of a group.</p> <p>8. Centralization is the degree to which decision-making authority is concentrated at higher levels in an organization.</p> <p>9. An autocratic leaders strengthen the existing vision or build commitment to a new vision.</p> <p>10. The difference between brain storming and Delphi Technique is that in Delphi technique the members interact face to face and in brain storming members are scattered interact through audio conferencing.</p>	
Q.2	<p>Any two from (a) or (b) or (c):</p> <p>(a) Define Organization Behaviour. What are the elements of an Organizational Behaviour system?</p> <p>(b) Explain concept of personality. How does it determine the behavior of an individual?</p> <p>(c) Explain Maslow's Theory in detail and state the characteristics of Maslow's Needs Model.</p>	(10)

Q.3	<p>Any two from (a) or (b) or (c):</p> <p>(a) Define Group Dynamics and explain the Principles of Group Dynamics in an Organizations?</p> <p>(b) Explain the need & significance of a sound Organizational Design.</p> <p>(c) Explain the term Leadership Style. State and explain the three important Leadership style.</p>	(10)
Q.4	<p>Any two from (a) or (b) or (c):</p> <p>(a) Distinguish between Professionally-managed companies and Family-managed companies.</p> <p>(b) Define organization culture and state the various Characteristics of Organizational Culture.</p> <p>(c) Explain the impact of Technology on Organizational Behaviour.</p>	(10)
Q.5	<p>Any two from (a) or (b) or (c):</p> <p>(a) Write a note on Transactional Analysis. Explain its importance, merits and limitations.</p> <p>(b) What do you understand by Power? What are the types of Power? Explain.</p> <p>(c) What do you mean by organizational conflict? What are the various causes of conflict?</p>	(10)
Q.6	<p>Any two from (a) or (b) or (c):</p> <p>(a) What are the causes and symptoms of stress? How can stress be reduced? Discuss.</p> <p>(b) What is stress? Make a list of Type A and Type B characteristics. Discuss the approaches to stress management.</p> <p>(c) Explain in detail the Five Stages of Team Development or Life Cycle of a Team.</p>	(10)
Q.7	<p>Any two from (a) or (b) or (c):</p>	(10)

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