

[Time: 03.00 Hrs]

[Marks:75]

Please check whether you have got the right question paper.

N.B:

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	<p>(A) Select the correct option for the following statements/ questions:</p> <p>1. _____ is the activity consists of motivating, disciplining, managing conflict, staffing, and training.</p> <p>a) Traditional management b) Networking c) Human resource management</p> <p>2. In _____ method, we deliberately place an individual in a situation and then try to observe him and then discover how he reacts to such situation.</p> <p>a) Situation Test b) Self-rating c) Benchmarking</p> <p>3. _____ represents a storehouse of all instincts, containing in its dark depths all wishes, and desires that unconsciously direct and determines our behaviour.</p> <p>a) Id b) Ego c) Superego</p> <p>4. _____ is easily identifiable and widely recognizable as “someone who gets energized in the company of others.</p> <p>a) Extraversion b) Openness c) Conscientiousness</p> <p>5. The _____ refers to the tendency of judging a person entirely on the basis of a single trait that may be favourable or unfavourable.</p> <p>a) Projection b) Halo Effect c) Perceptual Defense</p>	(10)
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6. According to _____ theory the person's cultural environment or background may dictate that the relatedness needs will take precedence over unfulfilled existence needs and that, the more the growth needs are satisfied, the more will be the increase in intensity.

- a) Equity
- b) ERG
- c) Expectancy

7. It 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

8. A _____ leader is one who guides and motivates his follows in the direction of established goals by clarifying role and task requirements.

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

9. _____ 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

10. _____ power is exercised by the manager against unproductive or disturbing elements and to restore discipline in the task environment.

- a) Expert
- b) Coercive
- c) Legitimate

(B) State whether True or False:

1. Empowerment is the authority to make decisions within one's area of operations without having to get approval from anyone else.

2. Anthropology is the study of human behaviour in organisational settings that interface between human behaviour and the organisation and the organisation itself.

(10)

	<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. Self-rating methods are either questions or statements to which an individual is expected to respond.</p> <p>5. Individuals who exhibit high levels of conscientiousness will tend to experience mood swings, anxiety and irritability.</p> <p>6. The farther our perception is to reality, the more accurate our decisions would be.</p> <p>7. Expectancy approach of motivation seems to be useful for the manager in determining appropriate level of reward the employees.</p> <p>8. Members in an informal group communicate through chain of command.</p> <p>9. The leader influence the followers by his ideas, direction and support, and the followers influence the leader by their contribution to the achievement of group goals.</p> <p>10. Conflict is an adaptive response to an external situation that results in physical psychological and/or behavioural deviations for organizational participants.</p>	
Q.2	<p>Any two from (a) or (b) or (c):</p> <p>(a) Define Organization Behaviour. Explain the techniques relevant to Organization Behaviour.</p> <p>(b) State and explain the steps involved in the process of creating and Organizational Culture.</p> <p>(c) What are the causes and symptoms of stress? How can stress be reduced? Discuss.</p>	(10)
Q.3	<p>Any two from (a) or (b) or (c):</p>	(10)

	<p>(a) What are the types of Groups? How do formal groups differ from informal groups?</p> <p>(b) Explain the term Leadership Style. State and explain the three important Leadership style.</p> <p>(c) What do you mean by organizational conflict? What are different types of conflicts situations?</p>	
Q.4	<p>Any two from (a) or (b) or (c):</p> <p>(a) Explain Maslow's Theory in detail and state the characteristics of Maslow's Needs Model.</p> <p>(b) Write a note on Transactional Analysis. Explain its importance, merits and limitations.</p> <p>(c) Distinguish between Professionally-managed companies and Family-managed companies.</p>	(10)
Q.5	<p>Any two from (a) or (b) or (c):</p> <p>(a) Explain Lateral thinking by stating its meaning and objectives.</p> <p>(b) Write a short note on the Big Five personality traits.</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) How does McGregor's Theory X and Y of Human Behaviour help in the motivation of employees?</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) What do you understand by Power? What are the types of Power? Explain.</p>	(10)
Q.7	<p>Any two from (a) or (b) or (c):</p> <p>(a) How does Tall Structure differs from Flat Structure? State the benefits and Pitfalls of FLAT structure.</p>	(10)

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