

FYBMS (T) / FHS / (35)

Q.P. Code :00089

[Time: 2 $\frac{1}{2}$ Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory, Carry 15 marks each.
 2. Draw diagrams wherever necessary

Q.1. A. State whether the following statements are true or false (Any Eight)

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- i. Human beings are homogeneous yet heterogeneous.
- ii. Type B personality is highly stressed.
- iii. Red Hat represents emotions.
- iv. Birth order does not have an influence on personality.
- v. Individuals differ in their levels of stress tolerance.
- vi. Interpersonal conflict is a conflict within an individual.
- vii. Resistance to change is a natural phenomenon.
- viii. Conflicts are always destructive.
- ix. Expert power comes from specialized learning.
- x. A conditioned response is learned response.

B Match the following.(Any Seven)

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- | A | B |
|-----------------------|--|
| 1. Personality | a. Nature |
| 2. Heredity | b. Need hierarchy |
| 3. Environment | c. Represents emotions |
| 4. Maslow's theory | d. Way of thinking, feeling behaving |
| 5. Reading emotions | e. Nurture |
| 6. Stereotypes | f. Acceptable standards of Performance |
| 7. Type A personality | g. Blind area |
| 8. Norms | h. Stressed |
| 9. Johari window | i. Belief about a class of people |
| 10. Red Hat | j. Body language |

Q.2. a) What are the ways of reading emotions?

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b) What are the common errors that occur in perception process?

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OR

c) What is emotional intelligence? What are the dimensions of emotional intelligence?

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d) What is attitude? How are attitudes formed?

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Q.3. a) Discuss types of formal and informal groups with examples.

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b) What are the various causes of political behaviors in an organization?

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OR

c) What are the ways of conflict resolution?

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d) What are the different levels of conflicts?

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Q.4. a) Write a note on Maslow's theory of need hierarchy?

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b) How can organizational culture be created and maintained?

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OR

c) What are monetary and non-monetary ways to motivate an employee?

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d) What are the functions and characteristics of organizational culture?

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- Q.5. a) Suggest methods to implement change in an organization successfully?
b) Explain various OD (Organizational development) intervention techniques.

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OR

- c) Write short notes on: (Any 3)
1. Physiological symptoms of stress
 2. Narcissism
 3. Stereotyping
 4. Pre natal vs. post natal environment
 5. Lateral thinking

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