

[Time: 2½ Hours]

[ Marks:75]

Please check whether you have got the right question paper.

- N.B: 1. All questions are compulsory.  
2. Figures to the right indicates full marks.

Q.1 (A) Select the appropriate answer and fill in the blanks ( Any 8 )

(8)

- 1) \_\_\_\_\_ model aims at satisfying the higher level needs of the employees.  
a ) Custodial    b ) Autocratic    c ) Collegial
- 2) Theory X and Y of Motivation is profounded by \_\_\_\_\_  
a ) Clayton    b ) Herzberg    c ) Mc Gregor
- 3) Understanding ideas and word meaning is \_\_\_\_\_ ability.  
a ) Memory    b ) Verbal Comprehension    c ) Numerical
- 4) \_\_\_\_\_ is a group composed of individuals who report directly to given manager.  
a ) Formal    b ) Command    c ) Task
- 5) \_\_\_\_\_ skills include a wide range of traits and qualities.  
a ) Interpersonal    b ) Soft    c ) Technical
- 6) \_\_\_\_\_ self contains aspects of our self, that we know and other do not know.  
a ) Unknown    b ) Open    c ) Hidden
- 7) \_\_\_\_\_ refers to the core values that are shared by a majority of the organizations members.  
a ) Sub culture    b ) Dominant Culture    c ) Weak Culture
- 8) Conflict between two departments of a company is called as  
a ) Interpersonal    b ) Intragroup    c ) Intra personal
- 9) \_\_\_\_\_ is experienced by remaining employees after a sharp reduction in the workforce of the organization.  
a ) Lay off survivors sickness    b ) Work place trauma    c ) Depression
- 10) \_\_\_\_\_ is also known as sensitivity training.  
a ) Survey feedback    b ) Team building    c ) T- Group

Q.1 (B) State whether the following statement are true or false. (Any 7)

(7)

- 1) In Autocratic model of OB, managers approach towards the employees is dictorial in nature.
- 2) Hygiene theory of motivation is profounded by Abraham Maslow.
- 3) Virtual teams use computer technology to tie together the members and achieve the common goal.
- 4) In norming stage group really begins to come together as cohesive unit.
- 5) Assertiveness is the process of expressing thoughts and feelings while asking for what one wants in an appropriate way.
- 6) The set of assumptions, beliefs, values and norms that are shared by organization members is called as organizational culture.
- 7) Prolonged exposure to intense stress is called as depression.

(P.T.O)

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- 8) Career concern is a major sources of extra organisational stressor.
- 9) In refreezing stage, change becomes permanent
- 10) Intelligence is the ability to learn from experience, think in abstract terms.

- Q.2 a) Explain the different models of Organizational Behaviour. (8)  
b) Define Organizational Behaviour. Explain the nature and scope of Organizational Behavior. (7)  
OR
- Q.2 c) Make a comparison between the Need Hierarchy Theory and Two Factor Theory of Motivation (8)  
d) Describe the ERG Theory of Motivation. (7)
- Q.3 a) Describe the dimensions of Emotional Intelligence (8)  
b) Briefly enumerate the different stages of group development. (7)  
OR
- Q.3 c) Explain how a team can be created. (8)  
d) Write a note on cross cultural skills. (7)
- Q.4 a) What do you mean by Organizational Culture? State its characteristics. (8)  
b) Describe the sources of Conflict. (7)  
OR
- Q.4 c) State the extreme effect of Stress. (8)  
d) Write a note on Time Management. (7)
- Q.5 a) Explain the meaning and nature of Organizational Development. (8)  
b) What are major techniques of Organizational development? (7)  
OR
- Q.5 Write short notes on any three of the following (15)  
a) Spiritual Intelligence  
b) Johari Winow  
c) Ways to overcome resistance to change  
d) Importance of Organizational development  
e) Theory X and Y