

DURATION: 2 ½ HOURS

E721100OBHRM

MARKS: 75

NOTE:

- All questions are compulsory.
- Figures to the right indicate full marks.
- All questions carry equal marks.

Q.1 A. Select the correct alternative out of the option given below:- (ANY 8)

(8M)

- 1). _____ is the study of societies to learn about human beings and their activities.
a) sociology b) psychology c) anthropology d) social psychology
- 2). In _____ culture, there are separate votes for man and women in the society.
a) masculine b) collectivism c) feminine d) power
- 3). _____ is the set of processes the organization uses to transform resources into goods and services.
a) Structure b) savings c) power d) technology
- 4). _____ communication is described as flow of information among peers.
a) Lateral b) upward c) downward d) grapevine
- 5). Conflicts which relates to the content and goals of work is called _____.
a) Relationship conflict b) Task conflicts c) process conflict d) negotiation
- 6). An organization with a _____ structure combines two forms of departmentalization functional and product.
a) Lateral b) system c) model d) matrix
- 7). _____ appraisal makes use of personality tests .
a) physical b) psychological c) mental d) overall
- 8). _____ are small – scale models of real – life settings.
a) matrix b) innovation c) structure d) learning labs
- 9). _____ is often referred to as ‘the father of scientific management’.
a) Fredrick W. Taylor b) Peter Drucker c) Elton Mayo d) Henry Fayol
- 10). The early approach to conflict assumed that all conflict was _____.
a) good b) bad c) neither good nor bad d) both good and bad.

Q.1 B. State whether the following statements are True or False. (ANY7)

(7M)

- 1). OB is inter disciplinary in nature.
- 2). Modern managers face the challenge of improving quality and productivity.
- 3). Partnership is at the heart of auto critic model.
- 4). Communication can flow in upward and downward directions.
- 5). Grapevine is controlled by management .
- 6). Formalization is the degree to which jobs within the organization are standardized.
- 7). HRM has national significance.
- 8). Appraisal by juniors is known as peer appraisal.
- 9). Formal communication is called as grapevine.
- 10). The Process of human resource planning begins with the analysis of the overall plan of the organization.

Q.2. Answer the following:-

A). What are the different levels at which OB studies the behavior of people?

(8M)

B). Explain the various forces affecting individual and group behavior?

(7M)

or

C). Explain the modern approaches of OB?

(8M)

D). Explain how organizational behavior and human relations have the same goal.

(7M)

Q.3. Answer the following:-

- A). Define communication. What are the different barriers to communication? (8M)
B). Discuss the various conflicts management techniques? (7M)

or

- A). What are the various new organizational designs ? (8M)
B). What is rewarding through promotion? Explain the benefits of promotion? (7M)

Q.4. Answer the following:-

- A). What are the functions associated with human resource management? (8M)
B). What is human resource planning? Explain it's objectives? (7M)

or

- A). Explain the concept of career planning and development ? (8M)
B). What are the objectives of human resource development? (7M)

Q.5. Answer the following:-

- A). Discuss in details the process of performance appraisal ? (8M)
B). Explain the essentials of a sound incentive plan? (7M)

or

Q.5. Write short notes on :- (Any 3/5)

(15M)

- 1). Disadvantages of incentives
- 2). Significance of employee welfare
- 3). The career planning process
- 4). Types of fringe benefits
- 5). Types of incentive plans