

DURATION: - 2½ hrs

53H2191024

MARKS:- 75

Note: - (1) All questions are compulsory.

(2) Figures to the right indicate full marks

(3) Answer to each question must be on a new page

Q.1) Fill in the blanks with appropriate words: (Any 8)

CO1, 8M  
2,3-R

A

- 1) \_\_\_\_\_ is defined as the set of assumptions, beliefs, values, and norms that are shared by an organization's members.  
a) Organizational Culture, b) Collectivism, c) System, d) Power
- 2) In \_\_\_\_\_ model, the managerial approach towards the employees is very dictatorial in nature.  
a) Collegial, b) Autocratic, c) Supportive, d) Democratic
- 3) \_\_\_\_\_ communication is described as the flow of information from people from people of higher authority to people of lower levels of authority.  
a) Upward, b) Downward, c) Lateral, d) Grapevine
- 4) \_\_\_\_\_ is the tendency of the receiver to process information based on their interests, backgrounds, experience and attitudes.  
a) Filtering, b) Selective Perception, c) Information Overload, d) Information Underload
- 5) \_\_\_\_\_ are small-scale models of real-life settings.  
a) Mental Models, b) Practical Labs, c) Learning Labs, d) Cost Labs
- 6) \_\_\_\_\_ is credited for the development of Management by Objectives.  
a) F.W. Taylor, b) Peter Drucker, c) Henry Fayol, d) F. B. Wilson
- 7) The study of people in relation to their social environment or culture is called \_\_\_\_\_.  
a) Psychology, b) Social Psychology, c) Anthropology, d) Sociology
- 8) The early approach to conflict assumed that all conflict was \_\_\_\_\_.  
a) Bad, b) Good, c) Neither good nor bad, d) Both good and bad
- 9) The performance appraisal method that involves gathering information from multiple sources is known as \_\_\_\_\_.  
a) Self-Evaluation, b) 360-Degree Feedback, c) Physical, d) Psychological
- 10) \_\_\_\_\_ represents the formal relationship and use of people in organizations.  
a) Structure, b) Process, c) Rules, d) Policy

Q.1) State whether the following statements are True or False:(Any 7)

CO1, 7M  
2,3-R

B

- 1) Organizational behaviour expects managers to have a holistic approach.
- 2) Organizational structure and organizational climate are the same.
- 3) Group behaviour is not merely a sum of individual behaviors.
- 4) Electronic communication is very slow in nature.
- 5) The size of an organization significantly affects its structure.

- 6) HRD is not a futuristic and continuous process.  
 7) An assessment centre is a place specially designed for appraisal.  
 8) The S in the S-O-B-C model stands for similarity.  
 9) HRM has national significance.  
 10) Appraisal by juniors is known as peer appraisal.
- Q.2) What measures can managers take to create an ethical organizational culture? CO1- 8M  
R  
 A
- Q.2) Explain the goals of organizational behaviour. CO1, 7M  
2-U  
 B
- OR**
- Q.2) Explain in brief the different forces that affect modern organizations. CO2- 8M  
R  
 C
- Q.2) What are the different levels at which OB studies the behaviour of people? CO1, 7M  
2-U  
 D
- Q.3) Define communication. What are the different barriers to communication? CO2, 8M  
3-U  
 A
- Q.3) Explain in brief the importance of good time management. CO3- 7M  
R  
 B
- OR**
- Q.3) Explain the various types of separation. CO2, 8M  
3-R  
 C
- Q.3) Define conflict. What are the different perspectives of conflict? CO3- 7M  
U  
 D
- Q.4) Why is human resource planning important? CO2, 8M  
3-R  
 A
- Q.4) Define HRM. What are the objectives of Human Resource Management? CO3- 7M  
R  
 B
- OR**
- Q.4) What are the objectives of human resource development? CO2, 8M  
3-R  
 C
- Q.4) Explain the factors affecting human resource planning. CO2- 7M  
R  
 D
- Q.5) Discuss the objectives of wage and salary administration. CO2, 8M  
3-U  
 A
- Q.5) Explain the essentials of a sound incentive plan. CO3- 7M  
R  
 B
- OR**
- Q.5) **Write short notes on: (Any 3)** CO1, 15M  
2,3-  
R,U  
 C
- 1) Perquisites
  - 2) MBO (Management by Objectives)
  - 3) Virtual Organization
  - 4) Electronic Communication
  - 5) Organizational Development

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