

Q. P. Code: 30453

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

[Marks:75]

- Note: 1. All Questions are compulsory  
2. Figures to the right indicate full marks.

Q.1)

A) Multiple choice questions (Any8)

(8)

- 1) Work attitudes can be reflected in an organization through \_\_\_\_\_
  - a) Job satisfaction
  - b) Organisational commitment
  - c) Both 'a' and 'b'
  - d) none of the above
- 2) The philosophy that guides an organizations policies towards its employees and customers is an important part of \_\_\_\_\_
  - a) Management strategy
  - b) Organisational Behavior
  - c) Organisational culture
  - d) organizational Development
- 3) Surveys, suggestion boxes and employees newsletters are considered to be \_\_\_\_\_ type of communication.
  - a) Downward
  - b) Upward
  - c) Grapevine
  - d) Lateral
- 4) Which of the following terms is best identified by stating it involves the firms overall Values, beliefs and behaviors?
  - a) Assumptions
  - b) Artifacts
  - c) Mission Statements
  - d) Corporate Culture
- 5) The factors which by their absence do not inhibit performance but any addition may in them increases efficiency are \_\_\_\_\_
  - a) Job loading
  - b) Group think
  - c) Hygienic factors
  - d) Motivators
- 6) \_\_\_\_\_ is an event that follows a response and decrease the likelihood of the response occurring again.
  - a) Punishment
  - b) Positive reinforcement
  - c) negative reinforcement
  - c) None of these
- 7) \_\_\_\_\_ is understood as the permanent change in behavior due to direct and indirect experiences.
  - a) learning
  - b) attitude
  - c) motivation
  - d) perception

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- 8) \_\_\_\_\_ allows employees in an organization to have meetings with people at different locations.
- a) network  
b) video conferencing  
c) Communication channel  
d) networking
- 9) The \_\_\_\_\_ view states that all conflict should be avoided.
- a) Human relations  
b) peace  
c) Traditional  
d) integrationist
- 10) Which is an element of Organizational Development?
- a) Collaborative management  
b) work processes  
c) work team  
d) All of these

**A) State whether the following statements are TRUE or FALSE. (Any 7) (7)**

- 1) Individual decision are more focused and rationale as compared to group.
- 2) Type B people tend to be very productive as they work very hard.
- 3) Cohesiveness is the degree to which the group members are attracted to each other and are motivated to stay in the groups.
- 4) A conciliator is a neutral third party who facilitates a negotiated solution by using reasoning and persuasion.
- 5) Resistance to change is considered as an asset of a strong culture.
- 6) Lack of emotion, motivation or enthusiasm leads to frustration.
- 7) Political behavior only happens at senior management positions in an organization.
- 8) OB is the study of what people think, feel and do in and around organizations.
- 9) Workforce diversity can create high conflict potential within groups.
- 10) The division of labor is the way an organization divides its tasks, duties and responsibilities among its members.

- Q.2) a) Explain the Big Five Model of personality (8)
- b) Define perception. What are the different errors in perception? (7)

**OR**

- a) Describe how a manager can use the principles of operant conditioning to procure the desired behaviors from his subordinates. (15)

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- Q.3) a) What are the different steps involved in decision making? (8)  
b) What are the different sources of Emotions and Moods? (7)

**OR**

- a) What are the different advantages and disadvantages of group decision making? (8)  
b) State and explain the different types of power. (7)

- Q.4) a) What is departmentalization? What are its different types? (8)  
b) Explain in brief communication through grapevine in organization. (7)

**OR**

- a) Elaborate the process of negotiation? (8)  
b) State the different factors influencing Group Cohesiveness (7)

- Q.5) a) What is Frustration? Explain how organizations should tackle frustration to reduces employee stress? (8)

- b) What are the different issues of OB in banks? (7)

**OR**

- Q.5) Write short notes on : (Any 3) (15)

- a) Transactional analysis
- b) Johari window
- c) Determinants of Environment
- d) Group shift
- e) Virtual team

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