

SUBJECT (24)

108

207

[Time: 2:30 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 indicate full marks.

**Q. 1** A) State whether the following statements are True or False. (Any 8) (08)

- 1) School experience have an impact on the development of personality.
- 2) Learning is a fundamental process in organisations.
- 3) Perception differs from one person to another person.
- 4) Moods are more long lasting than emotions.
- 5) Defining right and wrong conduct is ethics.
- 6) Problem diagnosis is the next step after recognition of problem.
- 7) Communication process begins when sender has a thought or an idea.
- 8) Personal power is also known as charismatic power.
- 9) Successful negotiation requires good preparation
- 10) Cohesiveness is affected by size of group.

B) Match the following (Any 7) (07)

Group A	Group B
1.Frustration	A. Permitting flexibility
2.Matrix structure	B. Unfulfilled desires
3.Virtual team	C. Win / lose
4.Distributive bargaining	D. Use of computer technology
5.Political behaviour	E. Resistance
6.Coercive power	F. Expectations of success
7.Lateral communication	G. Electronic cottage
8.Telecommuting	H. Peers
9.Image theory	I. Complex
10.Emotions	J. Compatibility and Profitability test

**Q. 2** a) Explain learning and its importance in an organisation. (08)

b) Explain factors affecting personality. (07)

OR

c) Explain common errors in perception. (08)

d) Explain applications of emotions and moods in organisations. (07)

- Q. 3** a) Explain different types of communication taking place in an organisation. (08)  
b) Explain reasons for organisational politics. (07)

**OR**

- c) Explain life positions in detail. (08)  
d) Explain strength and weakness of group decision making. (07)

- Q. 4** a) Explain elements of organisational structure. (08)  
b) Explain measures to be taken by organisations to combat frustration. (07)

**OR**

- c) Explain different new organisational design. (08)  
d) Explain organisational climate and its impact in the workplace. (07)

- Q. 5** a) Explain strategies to manage issues of organisation behaviour in banks. (07)  
b) Explain practices of organisation behaviour in insurance companies. (07)

**OR**

- Q. 5** Write Short Note (Any three) (15)  
a) Ego states  
b) Frustration in banking sector  
c) Crisis negotiations  
d) Managing organisational politics  
e) Empathy