

Duration: 2 ½ hrs

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Marks:- 75

Note:- 1) All questions are compulsory.

2) Figures to the right indicate maximum marks.

Q1. Complete the following statements by choosing the appropriate answers: (Any8) (8M)

- a. In _____ method. Learning takes place by watching those around us. [Col, U]
i) Observation ii) Consultation iii) Operant iv) Social learning.
- b. _____ is also referred to as Pavlovian conditioning.
i) Classical ii) Operant iii) Social iv) observation. [CO1, R, AP]
- c. The _____ self is our basic Public Personality. [col, R]
i) Blind ii) Unknown iii) Open iv) Hidden.
- d. Stressful daily events _____ affect moods. [COLAP]
i) positively ii) Negatively iii) Do not iv) Do
- e. _____ Power comes from a person's Special Skill and Knowledge. [CO2 AP]
i) Coercive ii) Reward iii) Legitimate iv) Expert.
- f. Sharing of information is _____ indistributive bargaining. [CO2,U]
i) Low ii) High iii) Moderate iv) very high
- g. An advantage of _____ is sharing of the load. [CO2 AP]
i) Group decision making ii) Brainstorming iii) Dialectic decisions iv) Group shift
- h. _____ Process is known as division of labor or work specialization. [CO,U]
i) Work Specialization ii) Departmentation iii)Unity of work iv)span of Control
- i. The most desirable life Position is _____
a) I am not ok. You are OK c) I am ok, you are OK
b) I am not ok you are not ok d) I am not ok, you are not ok.
- j. _____ is defined as any act of recognition for another
a) Stroking b) Rewarding c) Patting d) Crossed.

Q1 B] State whether the following Statements are True or false. (Any7) (7M)

- 1) Sigmund Freud Suggested id, Ego and Superego as parts of human personality. [Col, U]
- 2) Mass media has no tremendous effect on human behavior. [CO1, R]
- 3) Social learning is commonly referred to as 17 Observation learning or modeling. [CO1,U]
- 4) The Conditioned response is a learned response [CO1, R]
- 5) Blind self is our basic Public Personality. [CO1, U]
- 6) Legitimate Power is also known as referent Power [CO1AN]
- 7) Personality traits affect negotiation. [CO1, AP]
- 8) Strokes may be positive, negative or mixed. [CO2, U]
- 9) Ego Stated are easy to identify in group Conversations. [CO2, U]
- 10] The most desirable life Position is" I am not Ok, You are not ok." [C02 AP]

Q2.A] what is learning? Briefly explain Sigmond Freud's Psychoanalytic Theory. [CO1, U] (8M)

B] Define Personality and describe the Big Five Model of Personality. [CO1, U] (7M)

OR

C]" Johari window helps us to understand self and others effectively" Explain. [CO1, R.] (8M).

D) What are the different sources of emotions and Moods? [COL, AP] (7M)

- Q3.A] Explain the different political tactics used to gain Power. [C02, U] 8M
B] Explain Various Causes of Politics in an Organization. [CO2, U] (7M)
C] What is down word Communication? What are Problems in downward Communication? [CO2, R] (8M) (8M)
D] Describe the negotiation process. [C02, U] (7M)
Q4. A] Outline the factors that affect organizational Structure. [C02] (8M)
B] What are the causes of frustration? [C02, U] (7M)

OR

- C] Explain how Organizations should tackle Frustration to reduced employee Stress? (CO2, AP) (8M)
D] How does the organizational Climate affect Organizations? (7M)
Q5.A] what as the Personality traits considered for an employee to be hired by banking industry? [CO2, E] (8M)
B] Explain various ethics that are lacking in the banking employees. (7M)

OR

(15M)

Q5) Write Short Notes On: (Any 3/5)

- 1) Sources of emotions and mood. (CO1, AP)
- 2) Formal and informal Communication. (CO1, R)
- 3) Group Cohesiveness. (C02, U)
- 4) Lay-off. (Co2, U)
- 5) Voluntary Retirement Scheme. (C03, U)

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