

[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) _____ refers to the extent to which individuals believe that they can control events affecting them.
(Locus of Control, Self-monitoring, Temperament traits)
- 2) _____ is a favourable consequence that encourages repetition of behavior.
(Positive reinforcement, Negative reinforcement, Punishment)
- 3) _____ is the tendency to assign attributes to someone solely on the basis of a category of people of which that person is a member.
(Halo effect, Stereotypes, Projection)
- 4) _____ environment is also known as external or social environment.
(prenatal, postnatal, internal)
- 5) Information flowing from lower levels to higher levels within an organization is referred to as _____ communication.
(Upward, Downward, Lateral)
- 6) Emotions are usually accompanied by distinct _____ expressions.
(Verbal, Physical, Facial)
- 7) _____ power is the opposite of coercive power.
(Legitimate, Expert, Reward)
- 8) _____ is the first step in the negotiation process.
(Bargaining, problem solving, preparation and planning)
- 9) The _____ group decision making technique is an outcome of the advances made in communication science and technology.
(Dialectic Decisions, Delphi Decisions, Electronic Meeting)
- 10) _____ are strong beliefs that a person holds about what kind of behaviours is acceptable both personally and socially.
(Morals, Values, Ethics)

B) State whether the following statements are True or False. (Any 7) (07)

- 1) The influence of peers is particularly strong during adolescence years.
- 2) Cardinal trait is explained by McCrae and Costa.
- 3) Social learning and observation learning are not synonymous.
- 4) The negotiation strategy that seeks to divide up a fixed amount of resources is known as Distributive bargaining.
- 5) Ego states are not easy to identify in group conversations.

- 6) The most desirable life position is "I am OK – you are not OK".
- 7) A boundary less organization attempts to build vertical and horizontal boundaries.
- 8) Frustration occurs when goal directed is blocked.
- 9) Emotions and moods are the same.
- 10) The study of Organisation Behavior helps the managers to understand people better

- Q. 2** a) Describe the Big Five Model of personality. (08)
b) Explain how learning by classical conditioning takes place. (07)

OR

- c) 'Johari Window' helps us to understand self and others effectively. Do you agree with this statement? Justify. (08)
d) Differentiate between moods and emotions. (07)

- Q. 3** a) Explain in brief communication through grapevine. (08)
b) Explain the factors affecting Political behavior. (07)

OR

- c) Discuss the types of transactions. (08)
d) Briefly discuss the Nominal Group Technique. (07)

- Q. 4** a) What are the most common forms of organizational designs? (08)
b) What is organizational climate? How does it affect organizations? (07)

OR

- c) Suggest some measures to reduce employee frustration. (08)
d) Describe the various ways in which departmentalization can be done. (07)

- Q. 5** a) Discuss transfer and promotion issues in Insurance sector. (08)
b) Discuss team work in Indian banking sector. (07)

OR

- Q. 5** Write Short Note (Any three) (15)

- a) Learning by operant conditioning
- b) Factors influencing perception
- c) Values and Ethical behavior
- d) Types of power
- e) Virtual teams