

**Note : 1) All Questions are compulsory.**  
**2) Figures to right indicate full marks.**

**Q.1 A) Fill in the Blanks: (Any Seven)**

(07)

1. Operant conditioning is based on law of \_\_\_\_\_  
a) Effect                      b) Ratio                      c) Behavior
2. The \_\_\_\_\_ self is our basic public personality.  
a) Blind                      b) Open                      c) Hidden
3. Moods are \_\_\_\_\_ in nature.  
a) Neutral                      b) cognitive                      c) Negative.
4. Classical conditioning is also referred to as \_\_\_\_\_ conditioning.  
a) Pavlovian                      b) Genetic                      c) Trait
5. Feedback should always focus on the \_\_\_\_\_ and not on the person.  
a) Behavior                      b) Situation                      c) Attraction.
6. \_\_\_\_\_ is not one of the major functions of communication.  
a) Motivation                      b) Control                      c) Leadership
7. \_\_\_\_\_ reality is what truly exist in the physical world.  
a) Objective                      b) Subjective                      c) Honest
8. Communication is defined as transfer and understanding of \_\_\_\_\_.  
a) Meaning                      b) wisdom                      c) information
9. Affect can be experienced in the terms of \_\_\_\_\_ key mode.  
a) Beliefs                      b) Thought                      c) Emotions
- 10) A Process in which two or more parties exchange goods by services and attempt to agree on the exchange rate per them is known as \_\_\_\_\_.  
a) Business                      b) Negotiation                      c) Conflict

**Q.1 B) True/False (Any Eight)**

(08)

1. The less intense a stimuli the more likely it is going to be perceived.
2. Emotions are caused by a general event.
3. The first step in decision making is problem diagnosis.
4. Formal communication is called as grapevine.
5. Legitimate power is also known as referent power.
6. Integrative bargaining creates a win-lose situation.
7. Cohesiveness is greater in large groups.
8. Decentralization refers to the degree to which decision making is concentrated at single point in the organization.
9. Organizational culture and organizational climate are the same.
10. Individual who are low on agreeableness are good natural gentle warm, tactful and considerate.

**Q.2 A) Attempt (Any - 1)**

(15)

- 1) Explain Theory of personality

OR

- 2) Define perception and explain Determinants of perception in detail.

(15)

**Q.3. A) Attempt (Any - 1)**

- 1) Explain sources of emotions and moods along with its basic emotions.

OR

- 2) Explain cognitive dissonance and its Applications of Emotions and Moods in workplace

**Q.4. A) Attempt (Any - 1)**

(15)

1) Explain the concept of power in detail and state its Types and Effects.

**OR**

2) Discuss what do you mean by Negotiation and explain its strategies.

(15)

**Q.5. B) Write a short notes (Any three)**

1. Organization structure and its Elements.
2. Political tactics use to gain power.
3. Values and Cross-cultural values.
4. Process of Negotiation.
5. Informal communication.

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