

DURATION: 3 HOURS

D215100OB

NOTE:

- All questions are compulsory.
- Figures to the right indicate full marks.
- All questions carry equal marks.

(8M)

**Q.1 A. Fill in the blanks: (ANY 8)**

- \_\_\_\_\_ reality is what truly exists in the physical world.  
a) Objective                      b) Subjective                      c) Perceived                      d) Honest
- The \_\_\_\_\_ self is our basic public personality.  
a) Blind                      b) Unknown                      c) Open                      d) Hidden
- Emotions can't be \_\_\_\_\_  
a) positive                      b) Specific                      c) Neutral                      d) Negative
- People tend to be in their \_\_\_\_\_ moods late in the week.  
a) Best                      b) Worst                      c) Positive                      d) Negative
- \_\_\_\_\_ power is dependent on fear.  
a) Coercive                      b) Reward                      c) Legitimate                      d) Expert
- \_\_\_\_\_ power is the formal authority to control and use organizational resources.  
a) Coercive                      b) Reward                      c) Legitimate                      d) Expert
- Classical conditioning is also referred to as \_\_\_\_\_ conditioning.  
a) Pavlovian                      b) Bandura                      c) Operant                      d) Shaping
- Feedback should be \_\_\_\_\_  
a) Specific                      b) General                      c) Vague                      d) Spontaneous
- \_\_\_\_\_ reality is what truly exists in the physical world.  
a) Objective                      b) Subjective                      c) Perceived                      d) Honest
- John Watson conducted his famous experiment on little \_\_\_\_\_  
a) John                      b) Tom                      c) Albert                      d) Philip

(7M)

**Q.1 B. State whether the following statements are True or False. (ANY7)**

- The conditioned response is a learned response.
- Eysenck identified cardinal traits.
- Emotions and moods are the same.
- Stressful daily events negatively affect moods.
- The first step in decision making is problem diagnosis.
- The grapevine is very fast.
- Communication serves four major functions in an organization.
- Personality traits affect negotiation.
- Ego states are easy to identify in group conversations.
- Cohesiveness leads to job satisfaction.

**Q.2. ANSWER THE FOLLOWING:-**

- Briefly explain theories of personality. (8M)
- Explain applications of emotions and moods in the workplace. (7M)

OR

- Differentiate between emotions and moods. (8M)
- What is downward communication? What are the prerequisites and problems in downward communication? (7M)

**Q.3. ANSWER THE FOLLOWING:-**

- Explain the five-step negotiation process in detail. (8M)
- Describe in brief the characteristics of the different ego state. (7M)

OR

34333

12

3. Briefly explain the process of communication. (8M)

4. Outline the different factors that affect organizational structure. (7M)

**Q.4. ANSWER THE FOLLOWING**

1. Suggest some measures to reduce employee frustration. (8M)
2. Describe the different elements of organizational structure (7M)

**OR**

3. What are the causes of frustration? (8M)
4. What are the most common forms of organizational designs (7M)

**Q.5. ANSWER THE FOLLOWING:**

1. What are the advantages of group decision making? (15M)
2. Explain effects and tackle frustration.

**OR**

**Q.5) WRITE SHORT NOTES ON: (Any 3 out of 5) (15M)**

1. Brainstorming
2. The Adult Ego State
3. Effects of power bases
4. Telecommuting
5. Questioning
6. Downward Communication

**XXXXXXXXXXXXXXXXXX**