

Seat Number: - _____

Duration: 2 ½ hrs

433031123

Marks:- 75

Note:- 1) All questions are compulsory.

2) Figures to the right indicate maximum marks.

N.B.:- 1) All questions are compulsory.

2) Right side indicate full marks.

- Q1. A. Fill in the Blanks choosing the correct alternatives:- (Any 8) (8 M)
1. _____ environment is also known as external or social environment (CO1,AP)
[Prenatal, Postnatal, Internal, Social]
 2. _____ is also referred to as Pavlovian Conditioning. (CO1U)
[Classical, Operant, Social, Psychoanalytic]
 3. The _____ self is our basic public personality. (CO1U)
[Blind, Open, Hidden, Cognitive]
 4. Stressful daily events _____ affects moods. (CO1,AP)
[Positively, negatively, Do not, Might be]
 5. The Flow of information from higher authority to lower authority is _____ communication. (CO2R)
[Downward, Upward, Lateral, Operant]
 6. _____ Power comes from a person's special skills and Knowledge. (CO2,AP)
[Coercive, Legitimate, Expert, classic]
 7. Sharing of information is _____ in distributive bargaining. (CO2,U)
[Low, High, moderate, Fast]
 8. Perception represent _____ process. (CO2,An)
[Physical, Psychological, Distant, Locus of Control]
 9. The Prenatal environment refers to the environment _____ Birth. (CO2,R)
[Before, After, During, Year]
 10. _____ is one of the dimensions of Big Five model of Personality. (Co2,U)
[Emotional Stability, EGO, Monitoring, Perception]
- Q1. B. State whether statements are True or False (Any 7) (7 M)
1. School experiences have an impact on the development of Personality. (CO1,R)
 2. Hidden Communications is better communications. (CO1,R)
 3. Personality traits affects negotiations. (CO1,R)
 4. Ego states are easy to identify in group conversations. (CO1,An)
 5. Building trust is the biggest challenge in virtual teams. (CO1,An)
 6. Organizational culture and organizational climates are different. (CO2,U)
 7. Brainstorming has basic guidelines. (CO2,Ap)
 8. Virtual Teams meet face to face more frequently. (CO2,R)
 9. Frustration is caused by only internal Causes.
 10. Matrix Structure is Simple Stricture.
- Q2. A. Define Personality. Briefly explain determinants of Personality. (CO1, U)(8M)
B. Describe the Big Five model of Personality. (CO1, AN)(7M)

OR

Cont.....

- C. How managers can apply the Concept of emotions and moods at the work place?(CO1, E) (8M)
D. Explain the Sources of emotions and moods. (CO1, U) (7M)
Q.3.A) Explain in brief transactional analysis. (CO1, U) (8M)
B) Briefly explain Life Positions. (CO1, E) (7M)

OR

- C) Explain the five- Step negotiation process in details. (CO1, U) (8M)
D) Elaborate the process of negotiation? (CO1, AP) (7M)
Q4. A) What is departmentalization? What are its types? (Co2,U) 8M
B) Explain the concept of span of control, centralization and decentralization. (CO2R,U) (7M)

OR

- C) What are the most common forms of organizational designs? (CO2,Ap) (8M)
D) Explain the simple structure organizational. (CO2,U) (7M)
Q5A) what are the external Causes of frustration? (CO2,Ap,U)(8M)
B) Suggest Some measures to reduce employee frustration. (CO2,U) (7M)

OR

- Q5) Write Short Notes On: - (Any3) (15M)
1. Types of Power (CO1, U)
2. Role of family in Shaping Personality (CO1,AP)
3. Emotional Labor (CO2,U)
4. Group shift (CO2,U)
5. Johan Window (CO2,R,U)

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