

D-1

O.B.

SEAT NO: \_\_\_\_\_

DURATION: - 2½ hrs

433181024

MARKS:- 75

Note: - (1) All questions are compulsory.

(2) Figures to the right indicate full marks

(3) Answer to each question must be on a new page

Q.1) **Fill in the blanks with the correct option from the bracket:**  
**(Any 8)(CO1,CO2,U)**

8M

- 1) \_\_\_\_\_ is a favourable consequences that encourages repetition of a behaviour.  
(Positive reinforcement, Negative reinforcement ,Punishment, Extinction )
- 2) The \_\_\_\_\_ is an action that the unconditional stimulus automatically elicits.  
(Conditioned Stimulus , Unconditioned Stimulus, Conditioned response , Unconditioned response)
- 3) John Watson conducted his famous experiment on little \_\_\_\_\_  
(John, Tom,Albert,Philip)
- 4) Communication is defined as transfer and understanding of \_\_\_\_\_  
(Information,Knowledge,Meaning,Wisdom)
- 5) \_\_\_\_\_ not one of the major functions of communication.  
(Control, Motivation, Information, Leadership)
- 6) \_\_\_\_\_ communication is described as flow as information among peers.  
(Upward, Downward,Lateral,Grapevine)
- 7) \_\_\_\_\_ power is dependent on fear.  
(Coercive,Reward,Legitimate ,Expert)
- 8) Sharing of information is \_\_\_\_\_ in distributive bargaining.  
(Low, High, , Moderate ,Very High)
- 9) \_\_\_\_\_ is an acting in a threatening manner.  
(Aggression,Apathy,Withdrawl,Regression)
- 10) Blaming others for ones problems is known as \_\_\_\_\_.  
( Fixation, Regression, Apathy, Physical disorder)

Q.1b) **State whether the following statements are True or False:(Any 7)**  
**(CO1,CO2-U)**

7M

- 1) The conditioned response is a learned response.
- 2) We tend to be more attentive to novel stimuli.
- 3) Regulations of emotions has some drawbacks.
- 4) Stressful daily events negatively affects moods.
- 5) The grapevine is very fast.
- 6) Organizations cannot exist without communication
- 7) Expert power comes from higher authority.
- 8) Distributive bargaining results in win-win outcome.
- 9) Brainstorming has basic guidelines.

- 10) Social environment can cause frustration.
- Q.2A) Define personality and describe the Big Five model of personality. CO1,U 8M
- Q.2B) Briefly explain determinants of personality CO1,U 7M  
OR
- Q.2C) State the impact of moods and emotions on creativity, motivation and leadership CO1,U 8M
- Q.2D) Johari window helps us to understand self and others effectively. Do you agree with this statement? Justify. CO1,U 7M
- Q.3A) What is downward communication? What are the prerequisites and problems in downward communication? CO2,U 8M
- Q.3B) What do you mean by politics at workplace? Explain the various causes of organizational politics. CO2,U 7M  
OR
- Q.3C) Describe in brief the characteristics of the different ego state and types of transactions. CO2,U 8M
- Q.3D) Explain the five step negotiation process in detail. CO2,U 7M
- Q.4A) What are the advantages and disadvantages of group decision making. CO2,U 8M
- Q.4B) Briefly explain electronic meeting? CO2,AP 7M  
OR
- Q.4C) Briefly explain applications of transactional analysis. CO2,AP 8M
- Q.4D) What are the internal causes of frustration? CO2,U 7M
- Q.5A) Outline the different factors that affect organizational structure. CO2,U 8M
- Q.5B) Suggest some measures to reduce employee frustration. CO2,U 7M  
OR
- Q.5 Write short notes on(Any 3) CO1,CO 15M  
2,CO3,U
- 1) Impact of social media
  - 2) Punishment
  - 3) Downward Communication
  - 4) Ethics
  - 5) External Causes of frustration

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