

- viii. In Equity theory an employee can select from one of the \_\_\_\_\_ referent comparisons
- three
  - five
  - six
  - four
- ix. Expectancy Theory was proposed by \_\_\_\_\_
- Edwin Locke
  - Victor Vroom
  - Frederick Herzberg
  - J. Stacy Adams
- x. \_\_\_\_\_ theories propose that specific behaviors differentiate leaders from non-leaders.
- Behavioral
  - Trait
  - Contingency
  - Situational Leadership
- xi. Relationship oriented leaders perform better in \_\_\_\_\_ situations.
- extremely unfavorable
  - extremely favorable
  - slightly favorable
  - moderately favorable
- xii. \_\_\_\_\_ is a characteristic of charismatic leaders.
- Management by exception
  - Intellectual stimulation
  - Contingent reward
  - Unconventional behavior

**Q1 B. State whether the following statements are true or false (Any Ten)**

(10)

- Controlling is one of the functions of a manager
- When a manager represents the organization to outsiders, he is playing the role of disseminator.
- Organizational Behaviour is interdisciplinary in nature.
- Attitudes have two components.
- Organizational Commitment describes a positive feeling about a job resulting from an evaluation of its characteristics.
- Job satisfaction is negatively related to employee turnover.
- Persistence measures how long a person can maintain effort.
- Goal setting theory says that specific and difficult goals, with feedback, lead to higher performance
- Herzberg proposed that human beings have a hierarchy of needs.
- A core component of emotional intelligence is sympathy.
- Initiating structure is a behavioural dimension of Michigan State studies.
- A mentor is a senior employee who sponsors and supports a less experienced employee, called a protégé

**Q2 Answer any Two of the following (15)**

- a) Describe the managerial roles outlined by Mintzberg.
- b) "Managers have to deal with temporariness and workplace diversity" Discuss.
- c) How do managers create a positive work environment and ethically healthy work climate?

**Q3 Answer any Two of the following (15)**

- a) Explain the concept of attitude and discuss organizational commitment and job involvement as major job-related attitudes.
- b) Define job satisfaction and discuss the major determinants of job satisfaction.
- c) Write a detailed note on the Exit -Voice -Loyalty -Neglect framework.

**Q4 Answer any Two of the following (15)**

- a) Define motivation. Discuss Theory X and Theory Y of motivation.
- b) Write a detailed note on organizational justice.
- c) Discuss the goal setting theory of motivation.

**Q5 Answer any Two of the following (15)**

- a) Explain the behavioural theories of leadership.
- b) Define leadership. Discuss the key characteristics of transformational leadership.
- c) Explain the concept of mentorship and its importance in developing future leaders.

**Q6 Write short notes on (Any Four) (20)**

- a) Management Functions
- b) Disciplines that contribute to OB
- c) Perceived Organizational Support
- d) Hierarchy of Needs Theory
- e) Expectancy Model of Motivation
- f) Trait theories of Leadership

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Paper / Subject Code: 23116 / Export Marketing Paper - I

3 Hours

[Marks: 100

Instructions :- (1) All questions are compulsory having internal options.  
(2) Figures to the right indicate full marks.

- Q:1 A) Choose the correct answer from the options given below (Any 10) 10
- 1) Export marketing involves \_\_\_\_\_ than domestic marketing.  
a) Higher risk  
b) Lesser documentation  
c) Lesser government interference  
d) Limited competition
  - 2) To overcome the problem of non-payment by the overseas buyers, Indian exporters can obtain credit risks policy from \_\_\_\_\_.  
a) ECGC  
b) EPCG  
c) DGFT  
d) RBI
  - 3) \_\_\_\_\_ is part of India's merchandise exports.  
a) Consultancy  
b) Software  
c) Transportation  
d) Gems and Jewellery
  - 4) \_\_\_\_\_ is a negative impact of regional economic groupings to member countries.  
a) Efficiency  
b) Economic growth  
c) Economies of Scale  
d) Trade Diversion
  - 5) Malaysia, Indonesia, Thailand, Singapore etc. are members of \_\_\_\_\_.  
a) NAFTA  
b) EU  
c) ASEAN  
d) OPEC
  - 6) Regional economic groupings are also known as \_\_\_\_\_.  
a) Regulatory bodies  
b) State blocs  
c) Trading blocs  
d) National blocs
  - 7) \_\_\_\_\_ are allowed to self-certify their manufactured goods as originating from India.  
a) Status holders  
b) All exporters  
c) Micro exporters  
d) Image holders
  - 8) \_\_\_\_\_ are transactions in which goods supplied do not leave country.  
a) Dumped exports  
b) Deemed exports  
c) Potential exports  
d) Cancelled exports
  - 9) Services Exports from \_\_\_\_\_ (SEIS) for increasing exports of notified services.  
a) Internal Stand  
b) India Scheme  
c) Interim Standard  
d) International State
  - 10) In IRMAC "I" stand for \_\_\_\_\_.  
a) Industrial  
b) Infrastructure  
c) Interim  
d) International