Q.P. Code :20289

[Time: 2½ Hours]

[Marks:75]

Please check whether you have got the right question paper.

N.B: 1. All questions are compulsory.
2. Figures to the right indicate full marks.

Q. 1 **Answer any Two of the following:** 15
a) Define Organizational behavior. Explain the importance of interpersonal skills at the workplace.
b) Describe the roles played by managers as put forth by Mintzberg.
c) How do organisations cope with temporariness and help employees achieve work-life balance?

Q. 2 **Answer any Two of the following:** 15
a) What are attitudes? Discuss job involvement and employee engagement as major job attitudes.
b) Define job satisfaction and discuss in detail the exit – voice-loyalty-neglect frame work.
c) Write a detailed note on measurement of job satisfaction. Explain the relationship between job satisfaction and absenteeism and turnover.

Q. 3 **Answer any two of the following:** 15
a) Critically evaluate Maslow's theory of hierarchy of needs.
b) Explain Mc Clelland's theory of needs.
c) Discuss in detail the concept of organizational justice in relation to equity theory.

Q. 4 **Answer any two of the following:** 15
a) Discuss Fred Fiedler's Contingency model of leadership.
b) Write a note on:
i) Michigan state studies of leadership
ii) Transactional leadership
c) Who is a mentor? Explain the career and psychosocial functions of the mentoring relationship.

Q. 5 A) **State whether the following statements are True or False, with reasons (Any Four):** 08
i) Organizing is a process that includes defining goals, establishing strategy and developing plans to coordinate activities.
ii) The study of people in relation to their social environment or culture is called social psychology
iii) The emotional or feeling segment of an attitude is called its cognitive component.
iv) Job engagement measures the degree to which people identify psychologically with their job.
v) In equity theory, an employee can select from one of the three referent comparisons.
vi) Goal setting theory says that specific and difficult goals, with feedback, lead to lower performance.
vii) Concern for people was the behavioral dimension of leadership identified by the Ohio state studies.

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viii) Idealized influence is a characteristic of transformational leadership.

b) Complete the following statement by selecting the appropriate answer (any seven)   07

i) _____ role involves monitoring activities to ensure they are being accomplished as planned and correcting any significant deviation.
a) Decisional b) Conceptual c) Controlling d) Leading

ii) In a _____ role, managers maintain a network of outside contacts that provide favors and information.
a) planning b) human c) technical d) liaison

iii) A manager with _____ skills has the mental ability to analyse and diagnose complex situations.
a) technical b) informational c) decisional d) conceptual

iv) The _____ component of an attitude describes an intention on to behave in a certain way.
a) affective b) cognitive c) behavioral d) motivational

v) In _____, an employee identifies with a particular organization and its goals and wishes to remain a member.
a) psychological empowerment b) organizational commitment
c) job engagement   d) job involvement

vi) _____ is the individual's involvement with, satisfaction with, and enthusiasm for the work she does.
a) Job satisfaction b) Organizational commitment c) Employee engagement d) Job involvement

vii) A theory that relates intrinsic factors to job satisfaction and associates extrinsic factors with dissatisfaction is known as _____:
a) Two factor theory b) Equity theory c) Theory of needs d) Goal setting theory

viii) Under _____ managers believe employees inherently dislike work and must therefore be directed or even coerced into performing it.
a) Theory X b) Theory Y c) Theory Z d) Two factor theory

ix) Expectancy theory focuses on _____ relationships.
a) two b) three c) six d) seven

x) _____ has been found to be the most important trait of effective leaders.
a) Conscientiousness b) Extraversion c) Emotional stability d) Agreeableness

xi) _____ are a better predictor of the emergence of leaders.
a) Behaviors b) Traits c) Educational qualifications d) Followers

xii) _____ is a characteristic of charismatic leaders.
a) Management by exception b) Internalized influence
c) Intellectual stimulation d) Vision and articulation

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