

TY BCom

Sem - V

IP-V

QP Code : 73906

(2½ Hours)

[Total Marks : 75

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

1. Answer any two of the following :—

- Define the terms manager and organization. Discuss the importance of interpersonal skills of managers at the workplace.
- How do organizations help their employees achieve work-life balance in a bid to motivate them ?
- How do managers create a positive work environment and ethically healthy work climate ?

2. Answer any two of the following :—

- Explain the concept of attitude and discuss job engagement and organizational commitment as major job attitudes.
- Define the term job satisfaction and out line in detail the exit-voice-loyalty-neglect framework.
- Write a detailed note on the relationship between job satisfaction, job performance and organizational citizenship behaviour.

3. Answer any two of the following :—

- What are the elements of motivation ? Discuss theory X and theory Y of motivation.
- Describe the expectancy theory of Motivation.
- Discuss in detail the concept of organizational justice in relation to the Equity theory.

4. Answer any two of the following :—

- Define leadership. Explain the trait theories of leadership.
- How can people be trained to become charismatic leaders ? What is the dark side of charismatic leaders.
- Write notes on :—  
Ohio State Studies on leadership.  
2. Transactional Leadership.

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5. (a) State whether the following statements are true or false, with reasons : (any four) 8
- (i) Leading is a process that includes defining goals, establishing strategies and developing plans to coordinate activities.
  - (ii) When a manager plays the role of a controller, he takes corrective action when the organization faces unexpected disturbances.
  - (iii) Job involvement describes a positive feeling about a job resulting from an evaluation of its characteristics.
  - (iv) Job Satisfaction is the degree to which employees believe the organization values their contribution and cares about their well-being.
  - (v) Leadership is defined as the process that account for an individual's intensity, direction and persistence of effort towards attaining a goal.
  - (vi) Specific goals produce a higher level of output than does the generalized goal of "do your best".
  - (vii) Extroversion has been found to be the most important trait of effective leaders.
  - (viii) Mentoring leadership theory states that followers make attributions of heroic or extraordinary leadership abilities when they observe certain behaviours.
- (b) Complete the following statements by selecting the appropriate answers (any seven) 7
- (1) \_\_\_\_\_ role involves monitoring activities to ensure they are being accomplished as planned and correcting any significant deviation.
 

(a) Decisional	(c) Controlling
(b) Conceptual	(d) Leading.
  - (2) Managers who act as a conduit to transmit information to organizational members is performing the role of a \_\_\_\_\_.
 

(a) Disseminator	(c) Negotiator
(b) Disturbance handler	(d) Liaison
  - (3) A manager with \_\_\_\_\_ skills has the mental ability to analyse and diagnose complex situations.
 

(a) Technical	(c) Decisional
(b) Informational	(d) Conceptual
  - (4) The \_\_\_\_\_ component of an attitude is a description of or belief in the way things are
 

(a) Affective	(c) Behavioural
(b) Cognitive	(d) Motivational.

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- (5) \_\_\_\_\_ measures the degree to which people identify psychologically with their job.
- (a) Job satisfaction (c) Job Engagement  
(b) Organizational Commitment (d) Job Involvement.
- (6) The \_\_\_\_\_ response includes actively and constructively attempting to improve conditions.
- (a) Exit (c) Loyalty  
(b) Voice (d) Neglect.
- (7) \_\_\_\_\_ need is about security and protection from physical and emotional harm.
- (a) Physiological (c) Social  
(b) Safety (d) Financial.
- (8) Goal setting theory was proposed by \_\_\_\_\_.
- (a) Edwin Locke (c) Victor Vroom  
(b) J. Stacy Adams (d) B. F. Skinner.
- (9) In the equity theory, an employee can select from one of the \_\_\_\_\_ referent comparisons.
- (a) Two (c) Three  
(b) Four (d) Six.
- (10) Fiedler developed the \_\_\_\_\_ questionnaire to identify the style of leadership.
- (a) CPL (c) LPC  
(b) PLC (d) PRL.
- (11) \_\_\_\_\_ is a long-term strategy for attaining a goal or goals.
- (a) Mission (c) Target  
(b) Objective (d) Vision.
- (12) \_\_\_\_\_ is a characteristic of transformational leaders.
- (a) Management by exception (c) Laissez-faire  
(b) Intellectual stimulation (d) Unconventional behaviour.
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