

TIME:3 HRS

MARKS:100

N.B:

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

Q1 A. Complete the following statements by selecting the appropriate answers

(AnyTen)

(10)

- 1) When a manager has the ability to work with, understand and motivate other people or group he has \_\_\_\_\_ skills.
  - a) Conceptual
  - b) Human
  - c) Entrepreneur
  - d) Organizing
  
- 2) A manager performs the \_\_\_\_\_ role to represent the organization to an outsider.
  - a. Liaison's
  - b. Disseminator's
  - c. Spokesperson's
  - d. Entrepreneur's
  
3. \_\_\_\_\_ skills encompasses the ability to apply specialized knowledge or expertise.
  - a). Human
  - b). Conceptual
  - c). technical
  - d). interpersonal
  
4. The emotional or feeling segment of an attitude is called its \_\_\_\_\_ component.
  - a) Affective
  - b) Cognitive
  - c) Behavioural
  - d) Motivational

5. \_\_\_\_\_ measures the degree to which people identify psychologically with their job.
- Job satisfaction
  - Organizational commitment
  - Job engagement
  - Job involvement
6. The \_\_\_\_\_ response means passively but optimistically waiting for conditions to improve.
- Exit
  - Voice
  - Loyalty
  - Neglect
7. \_\_\_\_\_ is defined as the process that account for an individual's intensity, direction, and persistence of effort towards attaining a goal.
- Attitudes
  - Motivation
  - Job satisfaction
  - Leadership
8. Social, esteem and self-actualization are known as \_\_\_\_\_.
- Primary needs
  - Intermediate needs
  - Higher order needs
  - Lower order needs
9. Frederick Herzberg proposed the \_\_\_\_\_.
- Hierarchy of needs
  - Two factor theory
  - Theory X and theory Y
  - Theory of needs

10. A core component of Emotional intelligence is \_\_\_\_\_.

- a. Empathy
- b. Sympathy
- c. Emotional stability
- d. Friendliness

11. Fiedler developed the \_\_\_\_\_ questionnaire to identify the style of leadership.

- a. CPL
- b. PLC
- c. LPC
- d. PRL

12. \_\_\_\_\_ leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements.

- a. Charismatic
- b. Transactional
- c. Transformational
- d. Mentoring

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

**(10)**

- i. OB is interdisciplinary in nature.
- ii. Managing a diversified workforce is a easy task
- iii. In his interpersonal role, manager acts as monitor.
- iv. Job satisfaction and OCB Organizational Citizenship behavior are interrelated.
- v. Dissatisfaction is the cause of deviant behaviors.
- vi. In organizational commitment an employee identifies with particular organization and its goals and wishes to remain as a member.
- vii. Herzberg proposed that human beings have hierarchy of five needs.
- viii. The three elements in motivation are intensity, direction and performance.
- ix. Aptitude maintains how long a person can maintain effort.
- x. Vision and articulation is a characteristic of charismatic leader.
- xi. Fiedler identified three basic styles of leadership
- xii. Transactional leaders guide or motivate their followers in the direction of established goals.

**Q2. Answer Any Two of the following:**

**(15)**

- a) Define Organizational Behaviour. What are the functions of a manager?
- b) How do organizations help their employees achieve work-life balance in a bid to motivate them?
- c) Describe the roles played by managers as put forth by Mintzberg.

**Q3. Answer Any Two of the following:**

**(15)**

- a) Name the major job-related attitudes. Discuss in detail any two major job attitudes.
- b) Explain the concept of job satisfaction and discuss in detail how it can be measured.
- c) Write a detailed note on the relationship between job satisfaction, job performance and organizational citizenship behaviour

**Q4. Answer Any Two of the following:**

**(15)**

- a) Define motivation. Explain Maslow's hierarchy of needs theory.
- b) Describe the three elements of motivation. Explain the theory of needs by McClelland.
- c) Write a detailed note on goal setting theory.

**Q5. Answer Any Two of the following:**

**(15)**

- a) Explain the behavioural theories of leadership
- b) How can people be trained to become charismatic leaders? What is the dark side of charismatic leaders?
- c) Explain the importance of mentoring in developing future leaders.

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

**(20)**

- a) Psychology and OB
- b) Decisional roles of Managers
- c) Components of attitudes
- d) Expectancy theory of motivation.
- e) Types of organizational justice
- f) Trait Leadership.

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