

O.B.

23.4.18

Q. P. Code: 32900



TIME: 2 $\frac{1}{2}$ HOURS

MARKS: 75

NOTE: All questions are compulsory.

Figures to the right indicate full marks.

Q1.A Fill in the blanks with appropriate answer (Any Eight)

(8)

i) The leadership is at the heart of _____ model.

- a) Autocratic b) Supportive c) None of these

ii) _____ profounded theory X and Y of motivation.

- a) Victor Vroom b) McGregor c) Porter&Lawler

iii) Spiritual Intelligence is popularized by _____

- a) Goleman b) Herzberg c) Zohar

iv) A group that is neither formally structured nor organisationally determined is called as _____.

- a) Formal b) Informal c) Task

v) The acceptable standards of behavior within a group that are shared by group members are called as _____.

- a) Role b) Identity c) Norms

vi) _____ is an individual's belief that he is capable of doing a task.

- a) Leadership b) Soft skill c) Self-efficacy

vii) Conflict between two departments of a company is called as _____.

- a) Interpersonal b) Intragroup c) Intrapersonal

viii) In _____ strategy individual physically and mentally withdraws from the conflict.

- a) Avoiding b) Forcing c) Integrating

ix) Type _____ people relaxes without guilt.

- a) A b) B c) C

x) _____ is the process of expressing thoughts and feelings while asking for what one wants in an appropriate way.

- a) Leadership b) Motivation c) Assertiveness.

Q1.B State whether the statements are true or false (Any Seven) (7)

- i) Kinesthetic intelligence is the control an individual has over fine and gross motor actions.
- ii) A command group is composed of individuals who report directly to given manager.
- iii) Soft skills land us our first job but hard skills help in building career.
- iv) The study of societies to learn about human beings and their activities is called as psychology.
- v) Existence needs are similar to physiological and safety needs.
- vi) Cohesiveness refers to degree to which group members are attracted to each other.
- vii) The blind self includes those aspects of our personality which is known to all.
- viii) Conflicts may be constructive or destructive.
- ix) Sabbaticals increase the stress.
- x) In the unfreezing stage of change, old ideas are kept aside so that new ideas can be learned.

Q2.A. Describe theory X and theory Y of motivation. (8)

(B) Define Organisational Behaviour. State the models of Organisational Behaviour (7)

OR

Q2. (P) Write a note on application of motivational theories. (8)

(Q) Describe the job characteristics models as a method of job enrichment. (7)

Q3. (A) What is Emotional intelligence? Explain. (8)

(B) Describe how a team can be created. (7)

OR

Q3. (P) What is meant by cross cultural skills? (8)

(Q) What can be learnt from Johari Window? State the benefits and limitations of self-disclosure. (7)

Q4. (A) How a work culture is maintained in the organization? (8)

(B) Draw and explain the model of conflict (7)

OR

Q4. (P) Describe the sources of stress. (8)

(Q) State the reasons for resistance to change. (7)

Q5. (A) Explain the essential aspects of Organizational Development. (8)

(B) State the benefits and limitations of Organizational Development (7)



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OR

Q5. Write short notes on any three of the following.

(15)

- 1. Goals of Organisational Behaviour
- 2. Stages of group development
- 3. Coping with stress
- 4. Organisational Development Process
- 5. Empowerment
