

FOUNDATION OF HUMAN SKILLS

10.10.19



Time : 2.5 hours

Marks : 75

Note : 1) All questions are compulsory with internal choice.

2) Figures to the right indicate marks

Q1. A) Fill in the blanks : (Any - 8)

(8 Marks)

1. Cognitive Dissonance is a \_\_\_\_\_ phenomenon.
2. Heredity refers to those characteristics which we \_\_\_\_\_ from our parents.
3. Identical twins are also known as \_\_\_\_\_ twins.
4. \_\_\_\_\_ difference refers to difference among various characteristic possessed by the same person.
5. Thinking refers to the \_\_\_\_\_ processing of data.
6. \_\_\_\_\_ means judging someone on the basis of an individual's perception of the group to which he belongs to.
7. Power and \_\_\_\_\_ are related to each other.
8. In an \_\_\_\_\_ culture, power is concentrated on the leader and the employees have to obey his order.
9. \_\_\_\_\_ is a mental process involving the generation of new ideas or concepts, or new association with the existing ones.
10. MBO stands for \_\_\_\_\_

Q1. A) State whether True or False : (Any - 7)

(7 Marks)

1. Job involvement means a person's negative attitude towards his job.
2. Analyst thinkers think methodically.
3. Only heredity plays an important role in intelligence development of an individual.
4. Physical appearance of the target is not at all important in an individual's perception about him.
5. The size of the group affects the working of the group.
6. Coercive power is derived from a person's ability to influence others through threats, punishments or sanctions.
7. Soft culture is generally seen in public sector organization but it may take place in any type of organization.
8. When an organization adopts a new technology its work structures are not affected and employees need not be trained to use it.
9. Sensitivity Training is also known as T-group, where T stands for Teaching.
10. All teams are groups, but all groups are not teams.



Q2. A) Explain the pre-natal environment. (8 Marks)

B) Explain the six thinking hats. (7 Marks)

OR

Q2. C) Discuss the concept of understanding self through Johari Windows. (8 Marks)

D) Explain the causes leading to organizational conflicts. (7 Marks)

Q3. Explain the factors affecting individual differences. (15 Marks)

OR

Q3. C) Explain Maslow's Need Hierarchy Theory. (8 Marks)

D) What is conflict? Explain the ways of resolving conflict through five strategies. (7 Marks)

Q4. Discuss the personality traits important for organizational behaviour. (15 Marks)

OR

Q4,A) Explain kurt Lewin's model of Organizational change and development. (8 Marks)

B) Explain Herzberg's Motivation Hygiene Theory. (7 Marks)

Q5. A) What are the types of stress. Explain the causes of job stress. (8 Marks)

B) What is creative problem solving? (7 Marks)

OR

Q5. Short Notes : (Any-3) (15 Marks)

- a) Chromosomal Abnormalities
- b) Managerial Skills
- c) Types of intelligence tests
- d) Ways of changing attitude
- e) Spiritual Quotient at work place