

[Time: 2:30 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 A) State whether the following statements are True or False. (Any 8) (08)**

- 1) \_\_\_\_\_ refers to the extent to which individuals believe that they can control events affecting them.  
(Locus of Control, Self-monitoring, Temperament traits)
- 2) \_\_\_\_\_ is a favourable consequence that encourages repetition of behavior.  
(Positive reinforcement, Negative reinforcement, Punishment)
- 3) \_\_\_\_\_ is the tendency to assign attributes to someone solely on the basis of a category of people of which that person is a member.  
(Halo effect, Stereotypes, Projection)
- 4) \_\_\_\_\_ environment is also known as external or social environment.  
(prenatal, postnatal, internal)
- 5) Information flowing from lower levels to higher levels within an organization is referred to as \_\_\_\_\_ communication.  
(Upward, Downward, Lateral)
- 6) Emotions are usually accompanied by distinct \_\_\_\_\_ expressions.  
(Verbal, Physical, Facial)
- 7) \_\_\_\_\_ power is the opposite of coercive power.  
(Legitimate, Expert, Reward)
- 8) \_\_\_\_\_ is the first step in the negotiation process.  
(Bargaining, problem solving, preparation and planning)
- 9) The \_\_\_\_\_ group decision making technique is an outcome of the advances made in communication science and technology.  
(Dialectic Decisions, Delphi Decisions, Electronic Meeting)
- 10) \_\_\_\_\_ are strong beliefs that a person holds about what kind of behaviours is acceptable both personally and socially.  
(Morals, Values, Ethics)

**B) State whether the following statements are True or False. (Any 7) (07)**

- 1) The influence of peers is particularly strong during adolescence years.
- 2) Cardinal trait is explained by McCrae and Costa.
- 3) Social learning and observation learning are not synonymous.
- 4) The negotiation strategy that seeks to divide up a fixed amount of resources is known as Distributive bargaining.
- 5) Ego states are not easy to identify in group conversations.

- 6) The most desirable life position is “I am OK – you are not OK”.
- 7) A boundary less organization attempts to build vertical and horizontal boundaries.
- 8) Frustration occurs when goal directed is blocked.
- 9) Emotions and moods are the same.
- 10) The study of Organisation Behavior helps the managers to understand people better

**Q. 2** a) Describe the Big Five Model of personality. **(08)**

b) Explain how learning by classical conditioning takes place. **(07)**

**OR**

c) ‘Johari Window’ helps us to understand self and others effectively. Do you agree with this statement? Justify. **(08)**

d) Differentiate between moods and emotions. **(07)**

**Q. 3** a) Explain in brief communication through grapevine. **(08)**

b) Explain the factors affecting Political behavior. **(07)**

**OR**

c) Discuss the types of transactions. **(08)**

d) Briefly discuss the Nominal Group Technique. **(07)**

**Q. 4** a) What are the most common forms of organizational designs? **(08)**

b) What is organizational climate? How does it affect organizations? **(07)**

**OR**

c) Suggest some measures to reduce employee frustration. **(08)**

d) Describe the various ways in which departmentalization can be done. **(07)**

**Q. 5** a) Discuss transfer and promotion issues in Insurance sector. **(08)**

b) Discuss team work in Indian banking sector. **(07)**

**OR**

**Q. 5** Write Short Note (**Any three**) **(15)**

a) Learning by operant conditioning

b) Factors influencing perception

c) Values and Ethical behavior

d) Types of power

e) Virtual teams