

Questions should be —
WRITTEN IN LEGIBLE HANDWRITING IN BLACK INK.
SIGNS, SKETCHES OR FIGURES IF ANY BE DRAWN IN NEAT BLACK INK,
so as to avoid mistakes in the printed question papers.

Duration 2 1/2 Hours.

Total Marks assigned to the paper 75

Q. No.		Marks	
Q1. A)	N.B. :		
	a) Differences b) Interprets c) Perception d) Decoding e) Avoidance	f) Rumor g) Continuous h) Interaction i) Cultural j) Horizontal	(8)
B)	a) True	f) False	(7)
	b) True	g) False	
	c) True	h) True	
	d) False	i) False	
	e) False	j) False	
Q2. a)	Conflict mgmt — Stimulation of Communication, outsiders, Restructuring org, Encouraging competition Resolution — Problem solution, superordinate goals, Expansion of resources, Avoidance, Accomodating. (OR)		(15)
a)	Resignation, Dismissal, Death, Suspension, Lay off, Retrenchment, Retirement		(7)

Q. No.		Marks
b)	Viable role model, Communicate expectations, Provide ethical training, reward ethical act, Punish unethical act, protective mechanisms.	(8)
Q3. a)	<p>Managerial — Planning, Organising, Directing, Controlling</p> <p>Operative — Procurement, Development, Compensation, Integration, Maintenance</p> <p>(OR)</p>	(15)
a)	Develop — Creativity, individual capability, motivation, Team spirit, teamwork, relations.	(7)
b)	Preparation of Human Resource Inventory, Identify Individual Career Needs, Analysing Career Opportunities, Matching needs with Opportunities, T & D Review.	(8)
Q4 a)	<p>Halo effect, stereotyping, Central tendency, Constant error, Personal bias, Spillover effect, Incompetence, Negative approach, Lack of knowledge, Resistance; Lack of Reliability.</p> <p>(OR)</p>	(15)

Q. No.

Marks

b) Factors affecting Compensation -

(15)

~~Ability to~~ Internal Factor - Ability to pay, Business Strategy, Job evaluation & Performance Appraisal, Employee Skill, Capability and Training.

External Factor - Labour market, Inflation, Productivity, Cost of living, Labour Unions and Labor Laws.

Q 5 a) Evolution of OB.

(8)

- Industrial Revolution.
- Scientific Mgmt.
- Human Relations Movement.
- Organizational Behavior

b) Modern methods of Performance Appraisal.

(7)

- Assessment Center.
- HRA
- BARS
- MBO
- 360° Appraisal.

(OR)

Marks

C (15)

- Q. No.
- Q5
- a) OD - Importance (or) Types (or) factors.
- b) MBO - Management by objectives.
- Steps involved in appraisal by MBO.
- c) Time Management -
Strategies, Stephen Covey's Matrix,
Elimination of time wasters,
Rational use of time.
- d) Negotiation
- Meaning, Importance, Process.
- e) Employee welfare - Fringe Benefits.
Employee security, Safety & health,
Recreational facilities, Retirement benefits.