

Duration: 2.30 Hours

Marks: 75

N.B.: 1) All the questions are compulsory.

2) Figures to the right indicate the marks.

Q.1 (A) State whether the following statements are True or False (any Eight) (08)

- a) Teams usually have greater autonomy than groups.
- b) Synergy refers to the additional energy in a team.
- c) Managers must approach change with a broad perspective.
- d) Biofeedback is a technique whereby individuals are taught to control variety of internal body processes.
- e) Unfulfilled career expectations are a major source of stress.
- f) The problem of group think occurs more in highly cohesive groups.
- g) Small group size leads to greater interaction among the members and builds cohesiveness.
- h) The goal of informal organization is the satisfaction of its members.
- i) Perception is heavily influenced by the personal characteristics.
- j) Job satisfaction is multidimensional in nature.

(B) Match the column (any Seven): (07)

Column A	Column B
1) Economic resources	a) B.F.Skinner
2) Leadership	b) Identification with job
3) Motives	c) Type B personality
4) Repetition	d) Ability to adjust his or her behaviour
5) Friendly and Outgoing	e) Type A personality
6) Individuals more prone to stress	f) Extrovert
7) Self Monitoring	g) Characteristic of perceived
8) Relaxed	h) Characteristic of perceiver
9) Job involvement	i) Supportive Model
10) Reinforcement theory	j) Custodial Model

Q.2 (A) What are terminal and instrumental values? How do different generation vary in their work values? (15)

OR

Q.2 (P) Define motivation and compare Maslow's theory of motivation with that of Alderfer's. (15)

Q.3 (A) 'Conflict is a double-edged Sword'. Explain. (15)

OR

Q.3 (P) What are the ways of conflict resolution? (08)

(Q) What are the different levels of conflict? (07)

- Q.4 (A) What do you mean by politics at workplace? Explain the various causes of organizational politics. (08)
- (B) Discuss the types of formal and informal groups with examples. (07)
- OR**
- Q.4 (P) Why does social loafing occur? How can it be reduced? (08)
- (Q) Elaborate on the various causes organizational causes of stress. (07)
- Q.5 (A) Explain the ways in which support for change can be built. (08)
- (B) Explain the difference between team and group. (07)
- OR**
- Q.5 Write short note on any three of the following: (15)
- a) Reasons for Resistance to change
  - b) Physiological symptoms of stress
  - c) Negotiation
  - d) Machiavellianism
  - e) Big five model of personality