

**Duration: 2½ Hours**

**Max. 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) Satisfaction is the cause of deviant behaviour.
- b) Employee engagement is a negative work-related attitude.
- c) Theory Y managers believe that employees like to work.
- d) The motive in integrative bargaining is to create a win/win outcome.
- e) All changes come at a cost.
- f) Individuals differ in their levels of tolerance.
- g) Synergy refers to the additional energy in a team.
- h) Managers must approach change with a broad perspective.
- i) Biofeedback is a technique whereby individuals are taught to control variety of internal body processes.
- j) Unfulfilled career expectations are a major source of stress.

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

| Column A                   | Column B                                       |
|----------------------------|------------------------------------------------|
| 1) Nondirective counseling | a) Identification with job                     |
| 2) Sabbaticals             | b) Ability to adjust his or her behaviour      |
| 3) Fear of the unknown     | c) Extrovert                                   |
| 4) Economic resources      | d) Characteristic of perceived                 |
| 5) Leadership              | e) Characteristic of perceiver                 |
| 6) Motives                 | f) Supportive Model                            |
| 7) Repetition              | g) Custodial Model                             |
| 8) Friendly and Outgoing   | h) Cause of psychological resistance to change |
| 9) Self Monitoring         | i) Reduces stress                              |
| 10) Job involvement        | j) Also known as client-centered counseling    |

Q.2 (A) Explain determinants of perception **(08)**

(B) Explain Fredrick Herzbergs Two-factor model. **(07)**

**OR**

Q.2 (P) Explain the concept of organizational behavior and explain its nature and characteristics. **(08)**

(Q) What are the personality attributes and their impact in Organizations. **(07)**

- Q.3 (A) 'Conflict is a double-edged Sword'. Explain. (08)  
(B) What are the different levels of conflict? (07)  
**OR**
- Q.3 (P) Explain the various political techniques used to gain Power. (08)  
(Q) What are the different causes of political behavior in organizations? (07)
- Q.4 (A) Why does social loafing occur? How can it be reduced? (08)  
(B) Discuss the types of formal and informal groups with examples. (07)  
**OR**
- Q.4 (P) According to Greenberg & Baron, describe the different elements that contribute to the building of high performance teams. (08)  
(Q) Explain in brief the different types of teams. (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) Organizational Change & it's Characteristics  
b) Job Involvement  
c) The benefits of Counseling  
d) Effects of Conflicts  
e) Stages of Group Development