

**Q.1 A) Complete the following statement by choosing the appropriate answer(any 8) (8)**

- 1) Theory X & Y of motivation is developed by \_\_\_\_\_.  
a) Herzberg b) Maslow c) McGregor d) Victor Vroom
- 2) Interpersonal intelligence is also known as \_\_\_\_\_ intelligence.  
a) Social b) Spatial c) Kinaesthetic d) linguistic
- 3) The use of power is at the heart of \_\_\_\_\_ model.  
a) Custodial b) Autocratic c) collegial d) Supportive
- 4) The first step in team building is \_\_\_\_\_.  
a) Pework b) Create performance condition c) Build team d) ongoing assistance
- 5) The \_\_\_\_\_ has a large hidden area.  
a) Turtle b) Blabbermouth c) Interviewer d) Bull in the China shop
- 6) \_\_\_\_\_ conflict refers to conflict between two persons.  
a) Intergroup b) Intragroup c) interpersonal d) Intrapersonal
- 7) The avoid strategy always results in a \_\_\_\_\_ outcome.  
a) Lose- lose b) Forcing c) win-win d) fight
- 8) \_\_\_\_\_ conflict means conflict within oneself.  
a) Group b) intrapersonal c) interpersonal d) world
- 9) \_\_\_\_\_ leaders initiate bold strategic changes to position the organization for the future.  
a) Autocratic b) paternal c) transformational d) transactional
- 10) \_\_\_\_\_ people relaxes without guilt.  
a) Type A b) Type B c) Type C d) Type D

**Q.1)B. State whether the sentences are true or false (any 7)**

(7)

- 1) There is no problem of work life balance in organization.
- 2) Hygiene theory of motivation is propounded by Maslow.
- 3) Theory Y managers believes that people are lazy and irresponsible.
- 4) Theory Z of motivation is propounded by McGregor.
- 5) Visual intelligence is also known as artistic intelligence.
- 6) OD has a system orientation.

7) Resistance to change is a natural phenomenon.

8) Rotating shifts causes stress.

9) Conflict occurs due to differences in values.

10) Organizational culture is transmitted through stories.

**Q.2 a)** Discuss the four models of OB. (8)

b) Explain Maslow's need hierarchy theory with appropriate diagram. (7)

OR

c) Discuss the model of motivation given by Newstrom and Davis. (8)

d) Explain the challenges faced by OB manager at work place. (7)

**Q.3 a.** Explain the stages of group development. (8)

b) Define "Team". What are the skills required to build a good team? (7)

OR

c) Explain the different dimensions of personality in Johari window. (8)

d) Define intelligent quotient? Explain the Gardner theory of multiple intelligence. (7)

**Q.4 a)** Define Organizational culture. Explain its characteristics. (8)

b) What is conflict? What are the sources of conflict? (7)

OR

c) State the strategies to cope up with the stress at work place. (8)

d) Explain the reasons for resistance to change in the organization. (7)

**Q.5 a)** Define Organizational development. Explain characteristics of organizational development. (8)

b) What are the different steps involved in an organizational development process. (7)

OR

c) Write short note on (Any three). (15)

1) Time management

2) TQM

3) Job enrichment and Job enlargement

4) Goal setting

5) Guidelines for effective feedback as per Johari window