

Note-All questions are compulsory

Q.1 A) Match the column

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|-----------------------|---------------------------|
| 1. Symptoms of Stress | Relaxation and meditation |
| 2. Two factor Theory | Clayton Alderfers |
| 3. Expectancy Theory | Fredrick Herzberg |
| 4. Coping with stress | Burnout and trauma |
| 5. Erg Theory | victor Vroom |

B) State whether the following statements are true or false

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1. ISO 9000 is a system of quality standards set by the International organization for standardization.
2. Psychological resistance is based on sentiments and emotions towards change.
3. The objective of OD programs is to increase organizational effectiveness.
4. Linguistic intelligence is also called as social intelligence.
5. Model of conflict was developed by victor vroom.

C) Fill in the blanks with correct answer

05

1. For permanent groups _____ is the last stage of group development
A) Performing B) Storming C) Norming
2. _____ is the set of assumptions, beliefs, values and norms that are shared by organisational members.
A) Organisational development B) Organisational culture C) conflict
3. _____ is the degree to which members are attracted with each other and motivated to stay in the group
A) Cohesiveness B) Norms C) Roles
4. The _____ strategy is viewed as the best one.
A) Confronting B) compromising C) Forcing
5. _____ include a wide range of traits and qualities
A) Hard skills B) soft skills C) threshold skills.

Q.2A) what are the different approaches to the study of organizational behaviour

B) Explain the Need hierarchy theory of motivation

C) Explain model of motivation with structure 08

D) Discuss Maslow's need hierarchy theory. 07

Q.3A) Explain the Gardner's theory of intelligence. 08

B) Define Groups. Explain types of groups. 07

OR

C) What are the elements to build high performance teams. 08

D) Describe functions of leaders. 07

Q.4 A) "Johari window" Helps us to understand self and others effectively. 15

OR

B) Discuss how organisational culture is transmitted. 08

C) State the strategies to cope with stress. 07

Q.5 Short Notes (any 3) 15

1. Equity theory
2. Time management
3. Symptoms of stress
4. Organizational development
5. Organisational conflict