

Q. P. Code: 30453**[Time: 2½ Hours]****[Marks:75]****Note: 1. All Questions are compulsory****2. Figures to the right indicate full marks.****Q.1)****A) Multiple choice questions (Any8)****(8)**

- 1) Work attitudes can be reflected in an organization through_____
 - a) Job satisfaction
 - b) Organisational commitment
 - c) Both 'a' and 'b'
 - d) none of the above
- 2) The philosophy that guides an organizations policies towards its employees and customers is an important part of _____
 - a) Management strategy
 - b) Organisational Behavior
 - c) Organisational culture
 - d) organizational Development
- 3) Surveys, suggestion boxes and employees newsletters are considered to be _____ type of communication.
 - a) Downward
 - b) Upward
 - c) Grapevine
 - d) Lateral
- 4) Which of the following terms is best identified by stating it involves the firms overall Values, beliefs and behaviors?
 - a) Assumptions
 - b) Artifacts
 - c) Mission Statements
 - d) Corporate Culture
- 5) The factors which by their absence do not inhibit performance but any addition may in them increases efficiency are _____
 - a) Job loading
 - b) Group think
 - c) Hygienic factors
 - d) Motivators
- 6) _____ is an event that follows a response and decrease the likelihood of the response occurring again.
 - a) Punishment
 - b) Positive reinforcement
 - c) negative reinforcement
 - c) None of these
- 7) _____ is understood as the permanent change in behavior due to direct and indirect experiences.
 - a) learning
 - b) attitude
 - c) motivation
 - d) perception

- A) State whether the following statements are TRUE or FALSE. (Any 7)** (7)

- Q.2) a) Explain the Big Five Model of personality (8)

- b) Define perception. What are the different errors in perception? (7)

a) Describe how a manager can use the principles of operant conditioning to procure the desired behaviors from his subordinates. **(15)**

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Q.3) a) What are the different steps involved in decision making? (8)

b) What are the different sources of Emotions and Moods? (7)

OR

a) What are the different advantages and disadvantages of group decision making? (8)

b) State and explain the different types of power. (7)

Q.4) a) What is departmentalization? What are its different types? (8)

b) Explain in brief communication through grapevine in organization. (7)

OR

a) Elaborate the process of negotiation? (8)

b) State the different factors influencing Group Cohesiveness (7)

Q.5) a) What is Frustration? Explain how organizations should tackle frustration to reduces employee stress? (8)

b) What are the different issues of OB in banks? (7)

OR

Q.5) Write short notes on : (Any 3) (15)

a) Transactional analysis

b) Johari window

c) Determinants of Environment

d) Group shift

e) Virtual team
