Q. P. Code: 30453

[Time: $2\frac{1}{2}$ Hours]		[Marks:75]
Note: 1. All Questions are compuls 2. Figures to the right indicat		
). 1)		
A) Multiple choice questions (Any	8)	(8)
1) Work attitudes can be reflect	ed in an organization through	
a) Job satisfaction	b) Organisational commitment	
c) Both 'a' and 'b'	d) none of the above	2
2) The philosophy that guides ar	n organizations policies towards its employees	and
customers is an important par	t of <u> </u>	
a) Management strategy	b) Organisational Behavior	
c) Organisational culture	d) organizational Development	
3) Surveys, suggestion boxes and	l 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 firm	s overall
Values, beliefs and behaviors		
a) Assumptions	b) Artifacts	
c) Mission Statements	d) Corporate Culture	
5) The factors which by their abs	ence do not inhibit performance but any addition	on may in
them increases efficiency are_		
a) Job loading	b) Group think	
c) Hygienic factors	d) Motivators	
6)is an event that fo	ollows a response and decrease the likelihood o	of the
response occurring again.		
a) Punishment	b) Positive reinforcement	
c) negative reinforcement	c) None of these	
7) is understood as t	the permanent change in behavior due to direct	and
indirect experiences.		
a) learning	b) attitude	
c) motivation	d) perception	

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8) allows employees in a	in organization to have meetings with people	at
different locations.		3220
a) network	b) video conferencing	0000
c) Communication channel	d) networking	
9) The view states that all co	nflict should be avoided.	
a) Human relations	b) peace	
c) Traditional	d) integrationist	
10) Which is an element of Organization	onal Development?	
a) Collaborative management	b) work processes	12 20 B
c) work team	d) All of these	
		Z Z Z
A) State whether the following stateme	nts are TRUE or FALSE. (Any 7)	(7)
1) Individual decision are more focu	used and rationale as compared to group.	
2) Type B people tend to be very pr	oductive as they work very hard.	
3) Cohesiveness is the degree to wh	ich the group members are attracted to each	other
and are motivated to stay in the gr	oups.	
4) A conciliator is a neutral third par	ty who facilitates a negotiated solution by us	sing
reasoning and persuasion.		
5) Resistance to change is considere	d as an asset of a strong culture.	
6) Lack of emotion, motivation or en	nthusiasm leads to frustration.	
7) Political behavior only happens at	t senior management positions in an organiza	ation.
8) OB is the study of what people th	ink, feel and do in and around organizations.	
9) Workforce diversity can create hi	gh conflict potential within groups.	
10) The division of labor is the way a	an organization divides its tasks, duties and	
responsibilities among its member	TS.	
Q.2) a) Explain the Big Five Model of po	ersonality	(8)
b) Define perception. What are the	different errors in perception?	(7)
	OR	
a) Describe how a manager can us	se the principles of operant conditioning to pr	rocure
the desired behaviors from his s	subordinates.	(15)
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Q.3) a) What are the different steps involved in decision making?	
b) What are the different sources of Emotions and Moods?	
OR	10 13 C
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.	
OR STATE OF THE PROPERTY OF TH	A SO
a) Elaborate the process of negotiation?	
b) State the different factors influencing Group Cohesiveness	(7)
Q.5) a) What is Frustration? Explain how organizations should tackle frustration to reduce	ces
employee stress?	(8)
b) What are the different issues of OB in banks?	
OR	
Q.5) Write short notes on: (Any 3)	
a) Transactional analysis	
b) Johari window	
c) Determinants of Environment	
d) Group shift	
e) Virtual team	
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