

Q.1 a) State whether the following statements are True or False (any 8)

08

1. Conciliator is a natural third party who facilitates a negotiated solution by using reasoning and Persuasion
2. Group leadership effects cohesiveness of groups
3. Mass media has no tremendous effect on human behaviour
4. Eysenck identified Cardinal traits
5. Blind self is our basic public personality
6. Moods are similar to emotions
7. Learning is only subjective
8. Type B people tend to be very productive as they work very hard
9. Our hidden self cannot be known to others unless we disclose it
10. Social learning is commonly referred to as observation learning or modelling

b) Match the Column (Any 7)

- | A | B |
|-------------------------------------|---|
| 1. Span of control | a. Bandura |
| 2. Matrix | b. Two forms of departmentation |
| 3. Brainstorming | c. Characteristics of perception |
| 4. Third party negotiation | d. Stereotype |
| 5. BATMA BATNA | e. Negotiable agreement |
| 6. Lateral communication | f. Piggy banking |
| 7. Grapevine | g. Number of subordinates supervised by manager |
| 8. Unconditional stimulus | h. Mediator |
| 9. Repetition | i. Informal communication |
| 10. Beliefs about a class of people | j. Horizontal communication |

Q.2	a) Explain the common errors in perception	08
	b) Explain the big five model of personality	07
	OR	
	c) Justify 'Perception in organisation'	08
	d) Explain the classical conditioning theory of learning	07
Q.3	a) Explain the benefits of transactional analysis	08
	b) Define the term emotion explain the sources of emotions	07
	OR	
	c) Explain the process of communication	08
	d) Define power and explain the basis of power	07
Q.4	a) Explain the features of Matrix organisation	08
	b) Explain in brief the types of transactions	07
	OR	
	c) Explain in detail various causes of frustration	08
	d) Discuss new organisational design	07
Q.5	a) Define organisational behaviour explain its nature and characteristics	08
	b) Johari window helps us to understand self and others effectively justify	07
	OR	
	c) Write short notes (any three)	15
	1. third party negotiation	
	2. Matrix organisation	
	3. team structure	
	4. group shift	
	5. Types of virtual teams	