

Q1 a. Match the Following (Any 8)

(08)

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|---------------------------|------------------------------|
| 1. Self-monitoring- | (a) impression management |
| 2. Conditioned stimulus | (b) Bell |
| 3. Informal communication | (c) Grapevine |
| 4. Feedback | (d) response of the receiver |
| 5. Open self | (e) known to others & self |
| 6. Expert power | (f) Knowledge |
| 7. Locus of control- | (g) internal & external |
| 8. Psychoanalytic theory | (h) oral stages |
| 9. Minor penalties | (i) Censure |
| 10. Retirement | (j) 58-65 years |

Q1b. True or False (Any 7)

(07)

1. The phallic stage is the third stage of Freud's psychoanalytic theory.
2. The prenatal environment refers to the environment before birth.
3. The conditioned response is a learned response.
4. Employee tends to be more attentive to novel stimuli.
5. Programmed decision are routine decisions.
6. More communication is better communication.
7. Expert power comes from specialized learning.
8. The most desirable life position is "I am OK- you are not OK".
9. Organizational climate affects employee satisfaction.
10. The size of an organization significantly affects its structure.

Q2 a. Define Emotions. Explain sources of emotion & mood

(08)

b. Explain the Big Five Model of Personality

(07)

OR

c. Define Learning. Explain its principle

(08)

d. Explain the determinants perception.

(07)

Q3a. Define Communication. Explain its process.

(08)

b. Explain the techniques of corporate communication.

(07)

OR

c. Define Negotiation. Explain its process.

(08)

d. Discuss the concept of "Life positions"

(07)

Q4a. What is departmentalization. Explain its different types.

(08)

b. Describe the factors influencing organization structure.

(07)

OR

c. Define Frustration. Explain its internal & external causes.

(08)

d. What are the most common forms of organizational design

(07)

- Q5a. Define Cohensiveness. Explain factors influencing Cohensiveness. (08)
b. Explain Group decision techniques. (07)

OR

- Q5b. Short Notes (Any 3) (15)

1. Freuds stages of Development.
2. Advantages & Disadvantages of Virtual teams.
3. Emotional labor.
4. Organization climate.
5. The Basic Emotion.

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