

[Time: 2:30 Hours]

[Marks:75]

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
 2. Figures to the right indicate full marks.

Q. 1 A) Fill in the blanks with the appropriate options (**Any Eight**) **(08)**

- 1) The prenatal environment refers to the environment before _____.
a) Life b) birth c) event
- 2) In_____ conditioning, learning takes place due to consequences of our behavior.
a) classical b) operant c) observation
- 3) _____ reality is what individual experience through his sense organs.
a) objective b) subjective c) perceived
- 4) Moods are feelings that tend to be _____ intense than emotions.
a) More b) Less c) Not
- 5) _____ allows employees in an organization to have meetings with people at different locations.
a) Video conferencing b) networking c) Communication channel
- 6) A person with _____ power is able to exercise control over others who admire, respect and like him.
a) Coercive b) Legitimate c) Referent
- 7) _____ creates a win-lose situation.
a) Distributive bargaining b) Integrative bargaining c) Avoiding intention
- 8) _____ is the degree to which members are attracted to each and are motivated to stay in the group.
a) Group shift b) Groupthink c) Cohesiveness
- 9) The _____ is the number of subordinates in an organization who are supervised by managers.
a) Chain of command b) Span of control c) Unity of Command
- 10) A _____ is a third party who is knowledgeable and skilled in conflict management.
a) Arbitrator b) Conciliator c) Consultant

B) State whether the following statements are True or False (Any 7) **(07)**

- 1) Individuals who are low on agreeableness are good natured, gentle, warm, tactful and considerate.
- 2) Social learning is commonly referred to as observation learning or modeling.
- 3) We tend to be more attentive to novel stimuli.
- 4) Moods and emotions are synonym terms.

- 5) Non programmed decisions are routine decisions.
- 6) Grapevine is essential for effective communication
- 7) Organisational politics is positively related to job satisfaction.
- 8) Personality traits affect negotiation.
- 9) Building trust is the biggest challenge in virtual teams.
- 10) Matrix structure is a simple structure.

Q. 2 a) Define personality. Explain various factors affecting personality. (08)

b) What are the key determinants of learning? (07)

OR

c) Discuss in detail the Attribution theory of Perception. (08)

d) Explain the various types of decisions taken in an organization. (07)

Q. 3 a) What are the steps involved in the process of communication. (08)

b) Explain various types of power in an organization. (07)

OR

c) Define Negotiation. What are the factors affecting negotiation effectiveness? (08)

d) Describe the advantages and disadvantages of virtual teams. (07)

Q. 4 a) Highlight the different factors that influence the organizational structure. (08)

b) Explain in brief the Transactional Analysis. (07)

OR

c) What are the most common forms of organizational designs? (08)

d) Discuss in detail various causes of frustration. (07)

Q. 5 a) Explain various ethics that are lacking in the banking employees. (08)

b) Discuss different OB issues in insurance sector. (07)

OR

Q. 5 Write Short Note (Any three) (15)

- a) Cognitive dissonance
- b) Brainstorming
- c) Sources of emotions and Moods
- d) Formal and informal Communication
- e) Role of Family in shaping personality