

[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) State whether the following statements are True or False. (Any 8) (08)

- 1) Family atmosphere doesn't matter for individuals personality.
- 2) Learning is only subjective.
- 3) Perception remains unaffected from one situation to another situation.
- 4) Moods are similar to emotions.
- 5) Knowing right and wrong conduct is ethical dilemma.
- 6) Parent ego state is immature part of person's personality
- 7) Communication process ends when sender has a thought or an idea
- 8) Expert power is also known as power of personality
- 9) Frustration is healthy habit for employees.
- 10) Xers is a term used to describe employees entering the workforce from 2000 onwards.

B) Match the following (Any 7) (07)

Group A	Group B
1.Cultural environment	A. No flexibility
2. Simple structure	B. Influencing parenting styles
3. Boundaryless organisation	C. Win / Win
4. Integrative bargaining	D. No chain of command
5. I am ok You are ok	E. Compliance
6. Reward power	F. Positive attitude
7.Downward communication	G. Pagets
8.Electronic communications	H. Higher to lower level
9.Open self	I. Known to others but not to self
10.Blind self	J. Known to others and self

Q. 2 a) Explain personality and its importance in an organisation. (08)

b) Explain the factors affecting learning. (07)

OR

c) Explain common errors in perception. (08)

d) Explain applications of ethics and value in organisations. (07)

- Q. 3** a) Explain different functions of Communication. (08)
b) Explain political tactics to gain power. (07)
OR
c) Explain Negotiation process in detail. (08)
d) Explain benefits of transactional analysis. (07)
- Q. 4** a) Explain factors affecting organisational structure. (08)
b) Explain frustration and its causes. (07)
OR
c) Explain common organisational designs. (08)
d) Explain organisational climate and its impact in the workplace. (07)
- Q. 5** a) Explain strategies to manage issues of organisation behaviour in insurance companies. (08)
b) Explain practices of organisational behaviour in banking sector. (07)
OR
- Q. 5** Write Short Note (Any three) (15)
a) Lateral communication
b) Frustration in insurance sector
c) Cohesiveness
d) Managing organisational politics
e) Image theory