

(2 ½ Hours)

Total Marks: 75

- N.B.: (1) All questions are **compulsory** subject to **internal choice**.
 (2) **Figures** to the **right** indicate **full** marks.

Q.1. (A) State whether the following statements are True or False (Any Eight): (8)

1. OB studies behavior at interpersonal level
2. Perception helps us define reality
3. Personality is the sum total of ways in which an individual reacts & interacts with others
4. Attitudes have no influence on employee thought & behaviour
5. The most desirable conflict outcome is “win-lose”
6. Expert power comes from higher authority
7. Members of a group are mutually dependent on one another
8. In a team, performance usually depends on the work of individual members
9. Stress within limits is beneficial
10. Change comes easy & does not require much adjustment

Q.1. (B) Choose the Correct answer: (Any Seven): (7)

- 1 _____ developed a three stage model of how successful organizational change efforts can be implemented
 - a) Kurt Lewin
 - b) Gordon Allport
 - c) Henry Fayol
- 2 A process in which two or more parties exchange goods or services & attempt to agree on the exchange rate for them is known as _____.
 - a) Business
 - b) Negotiation
 - c) Conflict
- 3 A _____ group is “a designated work group defined by an organization structure”
 - a) Informal
 - b) Friendship
 - c) Formal
- 4 _____ is the tendency of people to perceive what they expect to perceive
 - a) Selective perception
 - b) Selective acceptance
 - c) Selective rejection
- 5 _____ is the study of societies to learn about human beings & their activities
 - a) Sociology
 - b) Anthropology
 - c) Psychology

- 6 _____ represent basic convictions about “a specific mode of conduct or end state of existence”
 a) Attitudes
 b) Personality
 c) Values
- 7 _____ power is also known as positional power
 a) Legitimate
 b) Referent
 c) Reward
- 8 _____ conflict is also known as Vertical Conflict
 a) Functional
 b) Hierarchical
 c) Line-staff
- 9 _____ are “groups of 10-15 people who take on responsibilities of their former supervisors”
 a) Problem-solving teams
 b) Cross-functional teams
 c) Self-managed work teams
- 10 In the _____ model of OB, an organization is developed in a way that there is no boss nor subordinates, but all are colleagues who have to work as a team
 a) Autocratic
 b) Supportive
 c) Collegial
- Q.2. (a) What is perception? What are the factors that influence perception (08)
 (b) Explain the functions of attitudes (07)
- OR
- (c) Explain the concept of organizational behavior & explain its nature & characteristics (15)
- Q.3. (a) Explain what are conflicts & discuss the different types of conflicts in detail (15)
- OR
- (b) Explain the different sources of power (08)
 (c) Discuss the concept of Organizational Politics (07)
- Q.4. (a) What are groups? Explain the various stages of group development (15)
- OR
- (b) Explain in brief the different types of teams (08)
 (c) How can High Performance teams be built (07)

- Q.5. (a) Explain the main causes of stress (8)
(b) Discuss the different types of resistance to change (7)
OR

Q.5. **Short Notes (Any three):** (15)

1. Autocratic Model of OB
2. Cross-Functional Teams
3. Effects of Conflicts
4. Personality and Attitude
5. Goals of OB
