

**TIME: 2:30 HOURS****TOTAL MARKS: 75****N.B.:**

- 1) All questions are compulsory.
- 2) Draw diagrams wherever necessary.

Q1. A) State whether the following statements are true or false (**Any eight**)

08

- i. Heredity factors are major determinants of personality.
- ii. An extraversion trait includes attributes such as trust & cooperation towards others.
- iii. Vicarious learning is also known as Direct Experience in forming the attitude.
- iv. Judicial Function of thinking style likes to judge and evaluate other people and things.
- v. Social learning theory emphasizes on learning by observing others.
- vi. One of the indicators of high Spiritual Quotient is having Vision.
- vii. Task groups are permanent in nature.
- viii. Reward power is same as coercive power.
- ix. Most big organizations have a dominant culture and numerous sets of subcultures.
- x. Group cohesiveness leads to social loafing.

B) Match the following (**Any Seven**)

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A	B
1. Cognitive Dissonance	a. Poor prenatal nourishment.
2. Cause of still born babies	b. Physiological stress
3. feedback	c. Positive stress
4. Ego-defensive function of attitude	d. Having two contradictory ideas.
5. Co-opting	e. Divergent thinking
6. High blood pressure	f. Force leading to organization change
7. Eustress	g. People dislike work
8. Brainstorming	h. Involving group of dissatisfied people in decision making.
9. Technology	i. Protects the self-image from the threat
10. Theory X	j. Johari Window

**Q.2**

- A) Explain the MYERS – BRIGGS (MBTI) indicator of personality assessment.
- B) Diagrammatically explain various quadrants of Johari Window.

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**OR**

- C) What do you mean by perception? Explain various factors influencing individual's perception.
- D) Write a note on Operant Conditioning theory by B.F. Skinner.

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**Q.3**

- A) What do you mean by Work Groups? Explain various factors affecting work groups. 08  
B) Write a note on Work Teams. 07

**OR**

- C) *“Though political behavior is inevitable in the organizations, managers can still prevent excessive damage to organizational performance by taking some action”*. Justify this statement by explaining various initiatives which can manage political behavior. 07  
D) Explain negative & positive outcomes of conflict. Explain various conflict resolution styles. 08

**Q.4**

- A) Write a detailed note on MC Gregor's theory X & theory Y. 15

**OR**

- B) What do you mean by organization culture? Explain various characteristics of an organization culture. 08  
C) Write a note on motivation. 07

**Q.5**

- A) What do you mean by change? Explain various sources of resistance to change. 08  
B) What do you mean by Organizational Development (OD)? Explain various OD intervention techniques. 07

**OR**

**C. Write short notes on: (Any three)**

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- i) Stress  
ii) Kurt Lewin's Model of organizational change  
iii) Halo effect  
iv) Attitude  
v) Creativity

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