

**Note: 1. All questions are compulsory.**

Q.1 A) Fill in the Blanks (Any 8)

08

1. Type \_\_\_\_\_ people are unable to relax. (A, B, C, D)
2. Feedback should be \_\_\_\_\_ (Specific, General, Vague, Spontaneous)
3. \_\_\_\_\_ reality is what truly exists in the physical world. (Objective, Subjective, Perceived, Honest)
4. \_\_\_\_\_ as evaluative statements – either favorable or unfavorable – concerning objects, people, or events. (Attitudes, perception, discrimination, emotions)
5. \_\_\_\_\_ are defined as intense feelings that are directed at someone or something. (Attitudes, perception, discrimination, emotions)
6. The \_\_\_\_\_ hat represents emotions. (White, Red, Yellow, Black)
7. A \_\_\_\_\_ group is a designated work group defined by an organization structure. (Formal, Informal, Interest, Friendship)
8. A \_\_\_\_\_ group that is neither formally structured nor organizationally determine but appears in response to the need for social contact. (Formal, Informal, Interest, Friendship)
9. \_\_\_\_\_ is the first step in the organizational development. (Diagnosis, Data collection, Feedback, Evaluation)
10. High cholesterol is a \_\_\_\_\_ effect of stress. (Physiological, Psychological, Behavioral, Mental)

B) True or False (Any 7)

07

1. People with high self esteem have overall high self evaluation.
2. An extraversion trait includes attributes such as trust and cooperation towards others.
3. Family is a part of the postnatal environment.
4. Attitude can have a significant effect on the behavior of a person.
5. The white hat in six thinking hats represents emotions.
6. IQ is related to thinking and reason.
7. Group size influences behavior.
8. Interpersonal conflict is a conflict within an individual.
9. Theory Y managers believe that employees don't like to work.
10. The unknown area of Johari window is also known as ignorance about oneself.

Q.2. A. Discuss the sources of conflicts in detail.

08

B. Describe the common errors that occur in the perception process.

07

OR

C. What are the ways of reading emotions?

08

D. What are the different functions and types/forms of Thinking styles?

07

Q.3. A. Define Attitude along with its components & functions. 08  
B. Explain ERG Theory in detail. 07

OR

C. Diagrammatically explain various quadrants of johari window. 08  
D. What are the characteristics of organizational culture? 07

Q.4. A. Explain the Mayers-Briggs (MBIT) indicator of personality assessment. 07  
B. Explain how we perceive others with Harold Kelly's Attribution Theory. 08

OR

C. Explain the difference between groups and teams. 07  
D. What do you mean by organizational development? Explain the organizational development process. 08

Q.5. Short Notes (Any Three) 15

1. Stereotypes
2. Perception and it's impact on organization
3. Cognitive Dissonance along with ways to reduce it.
4. Lateral thinking
5. Functions of a manager

OR

Explain theories of work motivation:

1. Theory X & Y
2. Need Hierarchy theory

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