

[Time: Three Hours]

[Marks: 100]

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) Select the most appropriate answer from the options given below: (any ten) 10
1. _____ role involves monitoring activities to ensure they are being accomplished as planned and correcting any significant deviation.
 - a) Decisional
 - b) Conceptual
 - c) Controlling
 - d) Leading
 2. A manager with _____ skills has the mental ability to analyze and diagnose complex situations.
 - a) technical
 - b) informational
 - c) decisional
 - d) conceptual
 3. The science that seeks to measure, explain and sometimes change the behaviour of humans and animals is called _____.
 - a) Sociology
 - b) Intuition
 - c) Social Psychology
 - d) Psychology
 4. The emotional or feeling segment of an attitude is called its _____ component.
 - a) affective
 - b) cognitive
 - c) behavioural
 - d) motivational
 5. _____ describe a positive feeling about a job resulting from an evaluation of its characteristics.
 - a) Job satisfaction
 - b) Organizational commitment
 - c) Job engagement
 - d) Job Involvement
 6. _____ refers to employee's beliefs in the degree to which they influence their work environment, their competence, the meaningfulness of their job and their perceived autonomy.
 - a) Psychological empowerment
 - b) Organizational commitment
 - c) Job engagement
 - d) Job involvement
 7. Under _____ manager's assume employees can view work as being as natural as rest.
 - a) Theory X
 - b) Theory Y
 - c) Maslow's theory
 - d) Herzberg's theory
 8. The goal setting theory says that specific and difficult goals with feedback, lead to _____.
 - a) higher performance
 - b) higher satisfactory
 - c) higher commitment
 - d) higher payment
 9. The three elements in motivation are intensity, direction and _____.
 - a) persistence
 - b) performance
 - c) feedback
 - d) intensity
 10. _____ is defined as the ability to influence a group toward the achievement of a vision or set of goals.
 - a) Motivation
 - b) Business
 - c) Emotional Maturity
 - d) Leadership
 11. A core component of Emotional intelligence is _____.
 - a) empathy
 - b) sympathy
 - c) emotional stability
 - d) friendliness

12. _____ was the behavioral dimension of leadership identified by the Ohio state studies.
- Consideration
 - Employer oriented
 - Concern for people
 - Production oriented

- Q.1 B) State whether the following statements are true or false: (any ten)
- Leading is a process that includes defining goals, establishing strategy and developing plans to coordinate activities. 10
 - When a manager plays the role of a controller he takes corrective action when the organization faces unexpected disturbances.
 - A manager who initiates and oversees new projects is performing the role of a leader.
 - The behavioral component of an attitude is a description of or belief in the way things are.
 - In organizational commitment an employee identifies with a particular organization and its goals and wishes to remain a member.
 - Perceived Organizational Support is the individual's involvement with, satisfaction with and enthusiasm for the work she does.
 - In McClelland's theory, need for power is the drive to excel, to achieve in relation to a set of standards to strive to succeed.
 - According to Herzberg's theory when hygiene factors are adequate, people will be satisfied.
 - Procedural justice is an overall perception of what is fair in the workplace.
 - Agreeableness has been found to be the most important trait of an effective leader.
 - Vision is a long-term strategy for attaining a goal or goals.
 - A boss is a senior employee who sponsors and supports a less experienced employee called a protégé.

- Q.2 Answer any two of the following: 15
- Define the terms manager and organization. Discuss the various managerial skills that differentiate effective from ineffective managers.
 - Discuss how nowadays managers have to deal with workplace diversity and cope in a world of temporariness.
 - How do organizations help their employees achieve work-life balance in a bid to motivate them?

- Q.3 Answer any two of the following: 15
- Define attitude. Discuss job involvement & organizational commitment as major job attitudes.
 - Define job satisfaction. Examine the responses of employees to job dissatisfaction.
 - Explain how job satisfaction is related to organizational citizenship behaviour and employee turnover.

- Q.4 Answer any two of the following: 15
- Examine Herzberg's two factor theory of motivation.
 - Explain inequity and discuss the six choices that employees make to resolve inequity.
 - Discuss in detail the Expectancy theory of motivation.

- Q.5 Answer any two of the following: 15
- Discuss Fred Fiedler's contingency model of leadership.
 - How can people be trained to become charismatic leaders? What is the dark side of charismatic leaders?
 - Write a detailed note on transformational leadership.

- 6 Write short notes on (Any Four)
- a) Mintzberg's managerial roles
 - b) Disciplines that contribute to OB field
 - c) Components of attitudes
 - d) Types of organizational justice
 - e) Michigan state studies of leadership
 - f) Importance of mentorship