

**Duration: 2½ Hours**

**Max. Marks: 75**

N.B.: 1) All the questions are compulsory.

2) Figures to the right indicate the marks.

Q.1 (A) State whether the following statements are True or False (any Eight) **(08)**

- a) Satisfaction is the cause of deviant behaviour.
- b) Employee engagement is a negative work-related attitude.
- c) Theory Y managers believe that employees like to work.
- d) The motive in integrative bargaining is to create a win/win outcome.
- e) All changes come at a cost.
- f) Individuals differ in their levels of tolerance.
- g) Synergy refers to the additional energy in a team.
- h) Managers must approach change with a broad perspective.
- i) Biofeedback is a technique whereby individuals are taught to control variety of internal body processes.
- j) Unfulfilled career expectations are a major source of stress.

(B) Match the column (any Seven): **(07)**

Column A	Column B
1) Nondirective counseling	a) Identification with job
2) Sabbaticals	b) Ability to adjust his or her behaviour
3) Fear of the unknown	c) Extrovert
4) Economic resources	d) Characteristic of perceived
5) Leadership	e) Characteristic of perceiver
6) Motives	f) Supportive Model
7) Repetition	g) Custodial Model
8) Friendly and Outgoing	h) Cause of psychological resistance to change
9) Self Monitoring	i) Reduces stress
10) Job involvement	j) Also known as client-centered counseling

Q.2 (A) Explain determinants of perception **(08)**

(B) Explain Fredrick Herzbergs Two-factor model. **(07)**

**OR**

Q.2 (P) Explain the concept of organizational behavior and explain its nature and characteristics. **(08)**

(Q) What are the personality attributes and their impact in Organizations. **(07)**

- Q.3 (A) 'Conflict is a double-edged Sword'. Explain. (08)  
(B) What are the different levels of conflict? (07)  
**OR**
- Q.3 (P) Explain the various political techniques used to gain Power. (08)  
(Q) What are the different causes of political behavior in organizations? (07)
- Q.4 (A) Why does social loafing occur? How can it be reduced? (08)  
(B) Discuss the types of formal and informal groups with examples. (07)  
**OR**
- Q.4 (P) According to Greenberg & Baron, describe the different elements that contribute to the building of high performance teams. (08)  
(Q) Explain in brief the different types of teams. (07)
- Q.5 (A) Explain the ways in which support for change can be built. (08)  
(B) Explain the difference between team and group. (07)  
**OR**
- Q.5 Write short note **on any** three of the following: (15)  
a) Organizational Change & it's Characteristics  
b) Job Involvement  
c) The benefits of Counseling  
d) Effects of Conflicts  
e) Stages of Group Development