

[Time: Two Hours]

[Marks: 60]

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.1A) What is Organizational behavior? Briefly explain nature and characteristics of Organizational behavior (8)

B) Explain in brief the deficiencies of the traditional structures. (7)

OR

C) Explain in detail the phases of Hawthorne study. What are the conclusions of the Hawthorne Experiments? (8)

D) Discuss the Modern Organization structure in detail. (7)

Q.2A) What are the personal factors affecting individual behavior? (8)

B) What are the determinants of personality? (7)

OR

C) What are the factors influencing perception? (7)

D) What is attitude? What are the measures to attitudinal change? (8)

Q.3A) Explain in brief types of Groups. (8)

B) What are the problems of group decision making? (7)

OR

C) What are the stages of group development? (8)

D) What are the strategies for resolving conflict? (7)

Q.4A) Rewrite the following by choosing the correct alternative. (Any 7) (7)

1. _____ organisation has become richly diverse
(Workforce, Equity, Ethical)

2. In _____ design the employees respond quickly to changing customer needs.
(Network, virtual, multinational)

3. _____ Component represents emotional or feeling aspects of attitude.
(Behavioral, cognitive, affective)

4. _____ Stage helps to guide the behavior of individual group members.
(Norming, storming, forming)

5. _____ is a process in which the organization helps the employees to adapt to its culture.
(Ethics, socialization, organization structure)

6. _____ may be defined as a state of imbalance arising due to Excessive psychological or physiological demands on a person.
(Organisational behavior, Organisational Culture, Stress)

7. _____ arises when goal-directed behavior is blocked or thwarted.
(Frustration, Stress, Conflict)
8. Organizational culture is the collection of _____ beliefs and practices.
(Values, Objectives, Actions)
9. A dominant culture refers to the core values, beliefs and norms shared by the _____ of the Members.
(All, Few, Majority)
10. _____ reflects self-discipline and a strong character of the employee.
(Integrity, Activity, Accountability)

B) State whether the following statements are true or false. (Any 8) (8)

1. The behavioral science approach is an extension of the human relation approach.
2. Action is the last step in the perception process.
3. Individual or groups who can absorb uncertainty are perceived as powerful.
4. Functional conflict is also called as vertical conflict.
5. Workforce mobility is increasing.
6. The collegial model focuses on team work.
7. Stress may be positive or negative.
8. Visible role model helps to develop unethical behaviour at work place.
9. The Hawthorne experiment was conducted in 5 stages.
10. Job satisfaction is a set of favourable or

OR

Q.4 Write short notes on any three.

1. Stress and performance.
2. Effects of Stress on individual.
3. Impact of culture.
4. Sources of stress.
5. Ethical behavior in workplace.

(15)