

Duration : 2.30 Hours

Maximum Marks: 75

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

2) Figures to the right indicate the marks.

- Q.1 A) Complete the following statements by choosing the appropriate answer. (Any 8) (8)
- 1 The ----- model is an extension of the supportive model.
a. Autocratic b. Custodial c. Supportive d. Collegial
 - 2 ----- is the extent to which a person acts in the same way when he is in the same situation.
a. Repetitiveness b. Consistency c. Consensus d. Distinctiveness
 - 3 ----- is the active- destructive response of job satisfaction.
a. Exit b. Voice c. Loyalty d. Neglect
 - 4 ----- is defined as the process that account for an individual's intensity, direction and persistence of effort attaining a goal.
a. Attitudes b. Motivation c. Job satisfaction d. Leadership
 - 5 Fredrick Herzberg proposed the ----- theory.
a. Hierarchy of needs b. Two factor c. Theory X and theory Y d. Theory of needs
 - 6 The negotiation strategy that seeks to divide up a fixed amount of resources is known as ---- bargaining.
a. Distributive b. Integrative c. Non distributive d. Constructive
 - 7 Sharing of information is ----- in distributive bargaining.
a. Low b. high c. moderate d. equal
 - 8 ----- is the degree to which members are attracted to each other and are motivated to stay in the group.
a. Cohesiveness b. Social loafing c. Status d. Norms
 - 9 The teams established for a specific project and are disbursed once the job is done are called as ----- teams.
a. Permanent b. self managed c. temporary d. cross functional
 - 10 ----- Counseling is neither wholly client-centered nor wholly counselor-centered.
a. Directive b. non directive c. participative d. non participative
- B) State True or False.(Any 7) (07)
- 1 When organizations engage in ethical actions and practices the result is a triple Reward system.
 - 2 We tend to be more attentive to novel stimuli.
 - 3 People with high self-esteem have overall high self-evaluation.
 - 4 Job satisfaction is negatively related to employee turnover.
 - 5 Advancement opportunity is an hygiene factor.
 - 6 Intra personal conflict means conflict within an individual.
 - 7 Machiavellian personalities are not very comfortable playing politics

- 8 Interest groups are formal groups.
- 9 Individuals experience high stress when there is cohesiveness in the group.
- 10 Resistance to change is always bad.
- Q.2(A) Describe the various errors in perception. (08)
- (B) What are the basic dimensions of "The Big Five Model"? (07)
- OR**
- Q.2(C) Explain the various personal factors affecting the job satisfaction. (08)
- (D) Describe the Equity Theory of motivation in brief. (07)
- Q.3(A) Explain the conflict resolution process with its outcomes. (08)
- (B) Define power and explain the various types of power. (07)
- OR**
- Q.3(C) Describe the factors within the organization which promote political behavior. (08)
- (D) What are the various characteristics of distributive bargaining and integrative bargaining respectively? (07)
- Q.4(A) State the positive and negative impact of informal groups. (08)
- (B) What are the important elements of building high performance teams? (07)
- OR**
- Q. 4(C) Define social loafing and explain why social loafing occurs? (08)
- (D) State the difference between Teams and groups. (07)
- Q.5(A) Describe the organizational stressors in brief. (08)
- (B) Suggest some ways in which you can build support to change (07)
- OR**
- Q.5(C) Write Short Notes – (Any 3) (15)
- 1) Challenges for organizational behavior
 - 2) Functions of attitude
 - 3) Benefits of counseling
 - 4) Types of resistance to change
 - 5) Escalation of Commitment