

Duration: 2<sup>1/2</sup> 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)
- Individual differences do not matter when it comes to managing people.
  - Stress within limits is beneficial.
  - The performance of a team depends on both individual contribution as well as collective work.
  - Biofeedback is a technique whereby individuals are taught to control variety of internal body processes.
  - Coercive power has a negative impact on the receiver.
  - Conflicts may be constructive or destructive.
  - Self-actualization means to become all that is possible for a person to become.
  - Employee engagement is a positive work related attitude.
  - Group size influences behaviour.
  - In refreezing stage of change new ideas and practices are learned.

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

Column A	Column B
1) Collegial model	a) Relaxed
2) Burnout	b) Work-life balance
3) Virtual teams	c) Doing more than what is expected
4) Informal groups	d) Fredrick Herzberg
5) Norms	e) Way to settle conflict
6) Negotiation	f) Group standards
7) Two factor theory	g) Friendship groups
8) Organizational citizenship behavior	h) Online communication
9) Boomers	i) Physical exhaustion
10) Type B personality	j) Partnership

Q.2 (A) Describe in brief different models of Organizational Behavior. (08)

Q.2 (B) Describe the common errors that occur in the perceptual process. (07)

**OR**

Q.2 (P) Define motivation and compare Maslow's theory of motivation with that of Alderfer's. (08)

Q.2 (Q) Explain the goals of Organizational Behavior. (07)

Q.3 (A) 'Conflict is a double-edged Sword'. Explain. (08)

Q.3 (B) What are the different sources of conflict? (07)

**OR**

Q.3 (P) What do you mean by politics at workplace? Explain the various causes of organizational politics. (15)

Q.4 (A) What is a group? Discuss different types of groups. (08)

Q.4 (B) Explain stages in group development. (07)

OR

- Q.4 (P) Describe the different elements that contribute to the development organization (( 8)  
high performance teams.
- Q.4 (Q) What are the benefits of counseling? (07)
- Q.5 (A) Explain the effects of stress. (08)
- (B) Why do people resist change? What are various types of resistance? (07)

OR

- Q.5 (P) Write short note on any three of the following: (15)
- a) Big five model of personality
  - b) Abraham Maslow's hierarchy of needs
  - c) Machiavellianism
  - d) Levels of conflict
  - e) Determinants of job satisfaction