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OP10AFL

FYBMS.

FHS.

6/10/15

Time: 2 ½ hrs.

Marks: 75

Note: 1) All questions are compulsory.

2) All questions carry equal marks.

Q1. Answer any two sub questions out of three :- (15)

- a) Explain the role of pre-natal environment for the growth of child with its factors.
- b) Discuss in detail "Theories of learning".
- c) Mention in brief the effects of perceptual error in decision making at workplace.

Q2. Answer any two sub questions out of three :- (15)

- a) Why do people join group?
- b) What are the various types of political games played in an organization?
- c) Explain the causes of conflict.

Q3. Answer any two sub questions out of three :- (15)

- a) Define culture and types of organizational culture.
- b) Discuss Herzberg's two factor theory.
- c) Explain in brief Maslow's need hierarchy theory.

Q4. Answer any two sub questions out of three :- (15)

- a) Define change and the various forces of change.
- b) What is creativity? What are the qualities of a creative person?
- c) Explain Organizational Development interventions used by consultants to facilitate OD program.

Q5. Case – study (15)

Mr. Richard a manager with a multinational firm has an intense focus on his job. He works 70 hours per week. His job demands an exhaustive travel which often leaves him tired. He admits his personal life has suffered due to work pressure.

His wife and children complain that he is not able to devote time to them. He has cut down his sleeping hours from 8 to 6 hours. He suffers from insomnia, restlessness, irritability, agitation, problem of concentration and poor judgement. This has led him towards consumption of alcohol and cigarettes. When he is stressed he consumes alcohol as it feels like the solution to all his problems and it relaxes him.

Questions:

1. List the various symptoms of stress discussed in the case.
2. Has Mr. Richard adopted a positive way of dealing with stress, if yes why, if no then why not?
3. What is your advice to Mr. Richard?