

(L)

Fy BMS
FHS

1811116

5:00
5:30

Q.P. Code : 768701

(2½ Hours)

Total Marks 75

- N.B. 1) All questions are compulsory carry 15 marks each.
2) Draw diagrams wherever necessary.

1. A) True or False (Attempt Any Eight) :

08

- i) Social environment is also known as post natal environment.
- ii) People with high self esteem have overall high self evaluation.
- iii) Open self of Johari window is also known as free area.
- iv) Vertical thinking is also known as lateral or parallel thinking.
- v) Adjourning is the stage when group prepares for its disbandment.
- vi) Cross functional teams are also called problem solving teams.
- vii) Intra personal conflict means conflict within an individual.
- viii) Sub cultures are mini cultures within the organisation.
- ix) Theory Y managers believe that employees don't like to work.
- x) The white hat in six thinking hats represents emotions.

B) Match the following (Attempt Any Seven) :

07

'A'

'B'

- | | |
|--------------------------|--|
| 1) Prenatal environment | a) Hate failure and will work hard to avoid it. |
| 2) Type 'A' personality | b) Additional energy. |
| 3) Attitude | c) Assessment of ability to think and reason. |
| 4) Operant conditioning | d) Geographically dispersed team. |
| 5) Intelligence Quotient | e) Way to settle conflict. |
| 6) Synergy | f) Environment before birth. |
| 7) Virtual team | g) Internal motivation. |
| 8) Negotiation | h) Behaviour produces certain consequences. |
| 9) Intrinsic motivation | i) Act of turning new ideas into reality. |
| 10) Creativity | j) Persistent tendency to feel and behave in a particular way. |

2. a) What do you mean by individual behaviour? Explain various concepts of human behaviour. 08

b) Define personality. Explain the big five model of personality. 07

OR

c) What is perception? What are the types of perceptual errors at workplace? 07

d) Explain the classical conditioning theory in brief. 08

TURN OVER

3. a) Explain work groups. Why do people join work groups? 07
 b) Explain the following concepts of group structuring: 08
 • Role Identity
 • Role Perception
 • Norms

OR

- c) What do you mean by organisational conflict? What are the causes leading to organizational conflict? 07
 d) What do you mean by politics at workplace? Explain the various causes of organizational politics. 08
4. a) Explain various characteristics of organizational culture. 07
 b) Explain various ways of transmitting organizational culture. 08

OR

- c) Write a note on motivation. 07
 d) Explain in brief McGregor's theory X and theory Y. 08
5. a) Write a note on change management. 07
 b) What do you mean by creativity? What are different ways to enhance creativity in an organization? 08

OR

- c) Write short notes on (Attempt Any Three): 15
 i) Kurt Lewin's model of organizational change
 ii) Creative Problem solving
 iii) Organisational Development (OD)
 iv) Positive and negative stress
 v) Organizational sources of stress
