

B301122

Duration: 2.5 Hrs.

Marks: 75

Note: i) All questions are Compulsory subject to Internal choice.

ii) Figures to the right indicate maximum marks.

Q.1 A. Fill in the blanks with appropriate options (Any 8) 8

1. _____ works on pleasure principle.(The Id, The Ego, The superego)
2. _____ technique is developed by Alex Osborn.
(Nominal Group technique, Quality Circles, Brainstorming)
3. _____ is a process of grouping activities into units for the purpose of effective management.(Departmentation, Centralization, Decentralization)
4. Describing Employee behavior is concerned with _____ individuals behavior.
(how, why, what)
5. _____ refers to planned elimination of jobs. (Downsizing, Employee retention, Corporate Structuring)
6. The prenatal environment refers to environment before _____.(life,birth,event)
7. _____ refers to using any means necessary to maintain political power.
(Risk taking, Machiavellianism, Locus of Control)
8. _____ Organization is a hybrid structure.
(Simple, Bureaucratic, Matrix)
9. _____ refers to blocking of Goal achievement.(QWL, Frustration, Decentralization)
10. Louis Davis introduced the concept of _____
(Organisation structure, QWL, Transaction Analysis)

Q.1 B. True or False (Any 7) 7

1. Family doesn't matter for individual's personality.
2. Type B people tend to work very hard.
3. Greater Risk is taken in case of Group Shift.
4. Communication ends when the sender has thought of an idea.
5. Centralization encourages creativity.
6. Frustration is a healthy habit for employees.
7. Personality traits affect negotiation.
8. OB helps to control employee behaviour.
9. Coercive Power has negative impact on the receiver.
10. Parent Ego is immature part of person's personality.

- Q.2**
- a. Explain the determinants of Personality. **8**
 - b. Explain the different types of decisions taken in an organisation. **7**

OR

- c. State the steps in decision making. **8**
- d. Explain in brief Johari Window **7**

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- Q.3** a. Explain the need and importance of Corporate Communication. 8
b. Explain the Bases/Sources of Power. 7

OR

- c. Explain the process of Communication in detail. 8
d. Explain the process of Negotiation. 7

- Q.4** a. Mention the advantages of Centralisation. 8
b. Explain factors determining Span of Control. 7

OR

- c. What are the ways to improve Quality of Work Life (QWL). 8
d. Write about Simple Structure, Bureaucratic Structure and Matrix Structure. 7

- Q.5** a. Explain the feature and nature of OB. 8
b. Write about some practices of OB in the Banking sector. 7

OR

- c. **Write Short Notes (Any 3 out of 5)** 15
1. The Big 5 Model
 2. Decentralization
 3. Errors in perception
 4. Causes of frustration
 5. Informal Communication