



Time: 2½ hrs.

- Note:**
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.

Q.1 (A) Fill in the blanks with the correct alternative (attempt any 8) (08)

- (1) The field of organisational behaviour focuses primarily on _____.
(a) people (b) technology (c) environment
- (2) High job satisfaction is associated with _____ employee turnover.
(a) low (b) high (c) adequate
- (3) The word dynamics comes from the Greek word *dynamis* meaning _____.
(a) people (b) team (c) force
- (4) _____ is a temporary removal of an employee due to reasons beyond the control of the employer.
(a) Suspension (b) Layoff (c) Dismissal
- (5) An _____ is an individual living and working in a country other than the country of citizenship.
(a) inpatriate (b) repatriate (c) expatriate
- (6) _____ communication is more credible in nature.
(a) Informal (b) Formal (c) Grapevine
- (7) The term employee _____ includes canteen facilities, insurance, transportation etc.
(a) welfare (b) development (c) induction
- (8) "Think global, act local" ideology is followed by _____ companies.
(a) ethnocentric (b) polycentric (c) geocentric
- (9) Assessment centre is a _____ method of performance appraisal.
(a) outdated (b) modern (c) traditional
- (10) The study of use of personal space in human interactions is called _____.
(a) proxemics (b) filtering (c) body language

(B) State whether the following statements are true or false (attempt any 7) (07)

- (1) Organisations should consider the cost of living while fixing employee salaries.
- (2) Managers can use transfer policies to harass an employee.
- (3) The use of jargon may confuse the receiver of the message, if not familiar with its meaning.
- (4) Collegial model is an extension of the Supportive model.
- (5) Legal validity is a limitation of formal communication.
- (6) Human Resource Accounting (HRA) deals with cost and contribution of human resources to the organization.
- (7) Organisational behaviour makes an attempt to predict future employee behaviour.
- (8) Only seniority is the basis of promotion of employees in an organization.
- (9) The field of organisational behaviour is interdisciplinary in nature.
- (10) There is no relation between conflict and organisational performance.

Q.2 (A) Briefly discuss the models of organisational behaviour. (15)

OR

- (P) What are the factors influencing individual behaviour? (08)
(Q) What are groups? Why do people join groups? (07)

Q.3 (A) Distinguish between formal and informal communication. (08)

(B) List and explain the forms of employee separation. (07)

OR

- (P) Write a detailed note on conflict management techniques. (08)
(Q) What are the barriers to effective communication? (07)

- Q.4** (A) Explain the scope of Human Resource Management (HRM) in detail. (08)
 (B) With the help of a suitable diagram, explain the process of Human Resource Planning (HRP). (07)

OR

- (P) What are the various aspects involved in global HR strategies? (08)
 (Q) What is performance appraisal? Discuss its limitations. (07)

- Q.5** (A) With the help of a suitable diagram, explain career stages of an employee. (08)
 (B) Discuss the various techniques of performance appraisal in detail. (07)

OR

- (P) Write short notes on: (attempt any 3) (15)
 (i) Cross cultural dynamics
 (ii) Human Resource Development (HRD)
 (iii) Time management strategies
 (iv) Components of pay structure
 (v) Career planning

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