

Time: 2½ hrs.

Note:

1. All questions are compulsory with internal options.
2. Figures to the right indicate full marks.
3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (Attempt any 8) **(08)**

- (1) _____ refers to how individuals perceive themselves.
a) Self respect c) Self confidence
b) Self esteem d) Self value
- (2) _____ development involves changes in mental activity such as perception and memory.
a) Physical c) Social
b) Cognitive d) Personality
- (3) The _____ has a large hidden area.
a) Turtle c) Open receptive
b) Blabbermouth d) Interviewer
- (4) _____ really is what truly exists in the physical world.
a) Objective c) Perceived
b) Subjective d) Received
- (5) _____ are defined as intense feelings that are directed at someone or something.
a) Emotions c) Eye contact
b) Cognitive dissonance d) Illusions
- (6) The _____ hat represents emotions.
a) White c) Red
b) Blue d) Yellow
- (7) In his informational role, the manager acts as a _____.
a) Monitor c) Liaison
b) Negotiator d) Leader
- (8) A _____ group is a designated work group defined by an organization's structure.
a) Formal c) Interest
b) Informal d) Friendship
- (9) Role _____ refers to a situation in which an individual is confronted by divergent role expectations.
a) Conflict c) Perception
b) Expectation d) Identify
- (10) Sharing of information is _____ in distributive bargaining.
a) Low c) High
b) Moderate d) Very High

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

- (1) Intelligence is the ability to reason with symbols.
- (2) Human Lives are in a continuous process of change.
- (3) An impoverished environment is one that is favourable to development.
- (4) Social environment is also known as post natal environment.
- (5) High Risk-taking managers take less time and information to make decisions.
- (6) Machiavellians tend to manipulate others in a ruthless manner.
- (7) Our hidden self cannot be known to others unless we disclose it.
- (8) We tend to be more attentive to novel stimuli.

(9) It is a combination of personal & situational factors that determine employee behaviour at work.

(10) Trivialization is a technique for reducing dissonance.

- Q.2 Explain major areas of Individual differences. (15)
OR
- Q.2 Explain Classical Conditioning Theory in brief with suitable examples. (15)
- Q.3 What are some of the major findings regarding the nature of human behaviour? (15)
OR
- Q.3 Discuss types of formal and informal groups with suitable examples. (15)
- Q.4 Discuss Six Thinking Hats described by Edward de Bono. (15)
OR
- Q.4 What are the causes and effects of stress? How can stress be reduced? (15)
- Q.5 State the sources of emotions and mood. (15)
OR
- Q.5 Write short notes on (Attempt any 3) (15)
- (1) Halo effect
 - (2) Adolescence
 - (3) SMART Goals
 - (4) Tactics of negotiation
 - (5) TQM

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