

Time: 2½ hrs.

Marks:75

- Note:**
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw a 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) Motivation's two-factor theory is given by _____.
(Herzberg, Harold Kelley, J. Stacy Adams, Douglas McGregor)
- (2) _____ is the science of mankind and the study of human behaviour as a whole.
(Psychology, Sociology, Social psychology, Anthropology)
- (3) The _____ Model emerged due to the employees frustration and aggression towards their managers.
(Autocratic, Supportive, Collegial, Custodial)
- (4) _____ is the transfer of information and knowledge from one person to another.
(Management, Communication, Behaviour, Socialisation)
- (5) _____ is the receiver's interpretation of the sender's message and translates into meaningful information.
(Convert, Decoding, Encoding, sending)
- (6) _____ means the receiver's response to the sender's message.
(Convert, Decoding, Encoding, Feedback)
- (7) _____ travels from subordinates to superiors and continues up the organizational hierarchy.
(Grapevine, Downward Communication, Upward Communication, Lateral Communication)
- (8) _____ is a person who takes all the decisions by himself, without consulting anyone.
(Democrat, Bureaucrat, Autocrat, Sociocrat)
- (9) Performance appraisal assists the employees in _____.
(self-development, self-evaluation, self-assessment, self-learning)
- (10) _____ rightly called the Father of Scientific Management, advocated the selection of the right people for the right jobs in the 1900s.
(Mintzberg, Henry Fayol, Peter Drucker, Frederick W. Taylor)

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

- (1) OB is multidisciplinary.
- (2) Motivation comes only from external forces.
- (3) Rewards have a positive effect on performance.
- (4) The final step of the communication process is feedback.
- (5) Horizontal communication takes place between peers.
- (6) Intra group conflict involves conflict among the same group.
- (7) Elton Mayo is called the father of the human relations movement.
- (8) Compensation means financial and non-financial rewards to employees.
- (9) 360 degree appraisal is a traditional method of performance appraisal.
- (10) HRP is not future oriented.

- Q.2 (A) Enlist and explain the factors influencing individual behaviour. (07)
(B) Discuss the need and importance of the study of Organisational Behaviour. (08)

OR

- Q.2 (C) Explain the models of OB in detail. (15)

- Q.3 (A) Bring out the difference between formal and informal communication. (07)
(B) Elaborate on the process of conflict management with the help of suitable diagram. (08)

OR

- Q.3 (C) Explain the various financial and non-financial Incentives. (07)
Q.3 (D) Enlist and explain the forms of employee separation. (08)

- Q.4 (A) Elaborate on the factors affecting Human Resource Planning. (07)
(B) Explain the objectives of HRD. (08)

OR

- Q.4 (C) Discuss the scope and functions of HRM. (15)

- Q.5 (A) Explain in detail the factors affecting compensation. (07)
(B) Discuss the methods of performance appraisal. (08)

OR

- Q.5 (C) Write short notes on (Attempt any 3) (15)
(1) Causes of conflict
(2) Grapevine Communication
(3) Types of rewards
(4) Downsizing
(5) Role of an organization in career planning of its employees

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