

Mar 2023

[Time: 3 hours]

Marks: 100

Please check whether you have got the right question paper

- N.B. 1) All questions are compulsory.
2) Figures to the right indicate marks.

Q.1 A Complete the following statements by selecting the appropriate answers (any 10) 10

- 1) A manager performs the _____ role to represent the organization to an outsider.
 a) liason's
 b) disseminator's
c) spokesperson
d) entrepreneur's
- 2) _____ skills encompasses the ability to apply specialized knowledge or expertise.
 a) Human
 b) Conceptual
c) Technical
d) Interpersonal
- 3) The study of people in their social environment or culture is called _____.
 a) Social Psychology
 b) Psychology
c) Anthropology
 d) Sociology
- 4) _____ describes a positive feeling about a job resulting from an evaluation of its characteristics.
 a) Job satisfaction
 b) Organizational commitment
c) Job engagement
d) Job involvement
- 5) _____ measures the degree to which people identify psychologically with their jobs.
 a) Job satisfaction
 b) Organizational commitment
c) Job engagement
 d) Job involvement
- 6) The _____ response involves actively and constructively attempting to improve conditions.
 a) exit
 b) voice
c) neglect
d) loyalty
- 7) In McClelland's theory _____ is the drive to excel, to achieve in relation to a set of standards, to strive to succeed.
 a) nAch
 b) nPow
c) nAff
d) nCom
- 8) Goal setting theory was proposed by _____.
 a) Edwin Locke
 b) J. Stacy Adams
c) Victor Vroom
d) B.F. Skinner
- 9) _____ is an overall perception of what is fair in the workplace.
 a) Organizational justice
 b) Procedural justice
c) Interactional justice
d) Distributive justice

- 10) _____ is defined as the ability to influence group toward the achievement of a vision or a set of goals.
- a) Motivation
 - b) Business
 - c) Emotional Maturity
 - d) Leadership
- 11) A core component of Emotional Intelligence is _____
- a) empathy
 - b) sympathy
 - c) emotional stability
 - d) friendliness
- 12) _____ is a characteristic of transformational leaders.
- a) Management by objectives
 - b) Personal risk
 - c) Intellectual stimulation
 - d) Unconventional Behavior

Q.1 B State whether the following statements are True or False (any 10) 10

- 1 Planning is a process that includes defining goals, establishing strategy and developing plans to coordinate activities.
- 2 A manager who initiates and oversees new projects is performing the role of a leader.
- 3 The science that seeks to measure, explain and sometimes change the behaviour of humans and animals is called Anthropology
- 4 Employee engagement is a positive work-related attitude.
- 5 Job satisfaction measures the degree to which people identify psychologically with their job.
- 6 The loyalty response directs behaviour toward leaving the organization.
- 7 Under the Theory X, managers believe employees inherently dislike work and must therefore be directly or even coerced into performing it.
- 8 In Equity theory, an employee can select from one of the six referent comparisons.
- 9 Expectancy theory was given by Abraham Maslow.
- 10 Trait theories consider personal qualities and characteristics that differentiate leaders from non-leaders.
- 11 Fiedler described a leader who is primarily interested in productivity as relationship oriented
- 12 Charismatic leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements.

Q.2 Answer and Two of the Following: 15

- a) Define Organizational Behavior. Illustrate the importance of interpersonal skills
- b) Describe the roles played by a manager as put forth by Mintzberg.
- c) Discuss how managers have to cope in a world of temporariness and deal with work place diversity

Q.3 Answer and Two of the Following: 15

- a) Define attitude. Explain the relationship between the components of attitude.
- b) Name the major job related attitudes. Explain any two job related attitudes in detail
- c) Write a detailed note on the relationship between job satisfaction, job performance and organizational citizenship behavior.

- Q.4 **Answer and Two of the Following:** 15
- a) Explain Maslow's hierarchy of needs theory along with its merits and demerits
 - b) Explain Herzberg's two factor theory.
 - c) Discuss in detail the concept of organizational justice in relation to Equity theory.
- Q.5 **Answer and Two of the Following:** 15
- a) Explain the behavioral theories of leadership.
 - b) How can people be trained to become charismatic leaders? What is the dark side of charismatic leaders?
 - c) Explain the importance of mentoring in developing future leaders.
- Q.6 **Write short notes on (any Four)** 20
- a) Creating a positive work environment
 - b) Job involvement
 - c) Management by Objectives
 - d) Expectancy theory
 - e) Trait theories of leadership
 - f) Transformational leadership
