

**Q.P. Code: 23070****TOTAL MARKS: 75****HOURS: 2.5****N.B.:**

- 1) All questions are compulsory and carry 15 marks
- 2) Draw diagrams wherever necessary

**Q1.**A) State whether the following statements are true or false (Any eight) **(8)**

1. Individual characteristics are decided by heredity and not environment
2. According to McGregor, Theory Y assumes that employees are lazy by nature
3. Motivating factors are always monetary in nature
4. Red hat stands for emotions and feelings
5. White hat is the information hat
6. Intelligence is our ability to carry out abstract thinking
7. Job stress increases rate of absenteeism
8. Negative thinking is a physical symptom of stress
9. Family is a part of post natal environment
10. Inter individual conflicts are conflicts between two individuals

B) Match the following (Any Seven) **(7)**

A	B
1. Task group	a. Positive and negative reinforcement
2. Friendship group	b. Perceptual error
3. Halo effect	c. Informal group
4. Pre natal environment	d. Agreeableness
5. Post natal environment	e. Hygiene factors and motivating factors
6. Big Five Model	f. Environment before birth
7. Herzberg's two factor theory	g. Environment after birth
8. Carrot and stick	h. Formal Group
9. Stress	i. Open self
10. Johari Window	j. Drug Abuse



**Q.P. Code: 23070****Q2.**

- A. What are the factors that affect differences among individuals? (8)
- B. Write a note on the Big Five Model of personality. (7)

**OR**

- C. What are the six thinking hats? Explain each hat in detail. (15)

**Q3.**

- A. What are the essentials of building an effective team? (8)
- B. What are the bases of power? (7)

**OR**

- C. What causes organisational politics? (8)
- D. How do managers set goals effectively? (7)

**Q4.**

- A. What are the ways in which an organisation uses carrot and stick theory to motivate employees? (8)
- B. What are the characteristics of organisational culture? (7)

**OR**

- C. What is McGregor's Theory X and Theory Y of motivation? (8)
- D. What are the monetary ways of motivating employees? (7)

**Q5.**

- A. Write a note on Kurt Lewin's model of organisational change and development. (8)
- B. What is job stress and its symptoms? (7)

**OR**

Write short notes on (Any three): (15)

1. Ways of creative problem solving
2. Cognitive Dissonance
3. Machiavellianism
4. Intelligence quotient
5. Neuroticism