INSTRUCTIONS TO THE CANDIDATES

- ALL the questions are compulsory and MUST be answered
- Use only PEN for writing answers. Writing in Pencil is not allowed except for diagrams.
- Double answers will not carry any marks.

Diploma 2nd Year

Date & Day  
8th December 2015, Tuesday

Time  
9:00AM – 11:00AM

Types of Questions  | Allocated Marks | Secured Marks
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I. Multiple Choice Questions | 10 | 
II. True or False Questions | 10 | 
III. Short Answer Type Questions | 16 | 
IV. Descriptive Questions | 14 | 

TOTAL MARKS  
50

TOTAL SECURED MARKS IN WORDS

Marked by  : Rajani James

Verified by  :

Signature  :

Date  :

Signature  :

Date  :
I. MULTIPLE CHOICE QUESTIONS. (10x1= 10 Marks)

Please darken [ ] the most suitable answer box. 

Suggested Time: 10 minutes

1) Which of the following is one of Mintzberg's interpersonal roles?

a. Entrepreneur  
   

b. Disseminator  
   

c. Liaison  
   

d. Monitor  
   

2) A Motivation theory which focuses on task performance.

a. Mc-Clelland’s Theory of Needs  
   

b. Theory X and Theory Y  
   

c. Self–efficacy Theory  
   

d. Goal-Setting Theory  
   

3) Organizational behavior analyzes three levels of an organization-which are

a. Country, employer, society  
   

b. Society, country, nation  
   

c. Employee, employer, management  
   

d. Individuals, groups, organization  
   

4) When communicating, a sender _____ a message and passes the message through a medium.

   a. decodes  
   b. transfers  
   c. encodes  
   d. feedback

5) The power a person receives as a result of his/her position in the formal hierarchy of an organization.

   a. Referent power  
   b. Expert power  
   c. Legitimate power  
   d. Reward power

6) The _____ view associates conflict with violence, destruction, and irrationality.

   a. Human relations  
   b. Interactionist  
   c. Traditional  
   d. Contingency
7) The phrase “looking at relationships, attempting to attribute cause and effect and basing conclusions on scientific evidence” refers to:
   a. Intuition  
   b. Workforce diversity  
   c. Systematic study  
   d. Empowerment

8) Which of the following is not considered as individual level independent variable?
   a. Age  
   b. Gender  
   c. Marital status  
   d. Productivity

9) Students doing group work may be unhappy with a high grade if they feel some members of the group didn't contribute uniformly to the effort in getting that grade. This is an example of:
   a. Maslow’s hierarchy of needs  
   b. Equity Theory  
   c. Expectancy Theory  
   d. Self-efficacy Theory

10) A ____ consists of two or more individuals, interacting and interdependent, who have come together to achieve particular objectives.
   a. Group  
   b. Crowd  
   c. Negotiator  
   d. Figurehead
II. TRUE OR FALSE QUESTIONS.
Please darken [ ] the correct answer box.

Suggested Time: 10 minutes

1. Informal groups are defined by the organization’s structure.  TRUE  FALSE

2. It is important for today’s managers to deal with unpredictability.  TRUE  FALSE

3. An effective manager is one who focuses primarily on task performance.  TRUE  FALSE

4. An individual’s overall abilities are made up of two sets of factors: intellectual and psychological.  TRUE  FALSE

5. Trait theory states that leaders are born.  TRUE  FALSE

6. Challenging work is an example of extrinsic reward.  TRUE  FALSE

7. Learning consists of any relatively temporary change in behaviour that occurs as a result of experience.  TRUE  FALSE

8. Social psychology blends concepts from both psychology and political science.  TRUE  FALSE

9. A Charismatic leader creates a strong emotional attachment in employees.  TRUE  FALSE

10. Technical, human, and conceptual skills were identified by Robert Katz.  TRUE  FALSE

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III. SHORT ANSWER TYPE QUESTIONS. (16 Marks)
Suggested Time: 30 minutes

1. What is Organizational behavior? What is the purpose of studying organizational behavior? Write any three purposes. (1+3=04 Marks)

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2. Is conflict good or bad? If it is good, how to create productive/healthy conflicts?
(1+3 =04 Marks)

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3. Explain the following in your own words. (2+2=04 Marks)

**Behaviorism:**

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**Herzberg’s Motivator-Hygiene Theory:**

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4. Differentiate work teams from work groups in four points. (04 Marks)
IV. DESCRIPTIVE QUESTIONS.  

Suggested Time: 40 minutes  

1. List down the foundations of organizational behavior and explain how they contributed to the study of organizational behavior.  

(2+5=07 Marks)

<table>
<thead>
<tr>
<th>Foundations of organizational behavior</th>
<th>Contributions to the study of organizational behavior</th>
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<td>5.</td>
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</table>
2. What is intellectual ability? List and explain any six intellectual abilities and their importance in the job performance of a “Human Resource Manager”.

(1+6=07 marks)
ALL THE BEST