

## Psychology of Human Behaviour at work.

April 2006

(REVISED COURSE)

Time: 3 Hours

Marks: 100

**NB:**

1. Attempt any five questions.
2. Figures to the **right** indicate **full** marks.

Q.1(a) Explain in brief (any **three**):- **15**

- (1) Organizational Behaviour.
- (2) Role of Technology in OB.
- (3) Law of Individual Differences.
- (4) Triple Reward System.
- (5) Unethical Manipulation of People.
- (6) Continuing Challenges before OB.

(b) Write short note on (any **one**):- **5**

- (i) Self-efficiency.
- (ii) Result-Oriented Approach.

Q.2(a) State whether the following statements are **True** or **False** and give reasons for the same (any three):- **15**

- (i) Grapevine is as fickle, dynamic and varied as people are.
- (ii) Semantics is the science of physical distance.
- (iii) For communication to be effective managers must be sensitive to the needs of the Employees. .
- (iv) Understanding can occur in the receiver's mind.
- (v) Personal barriers can be in the form of psychological distance.
- (vi) Content of the rumor changes as it passes from person to person.

(b) Write short note on (any **one**):- **5**

- (i) Electronic Communication.
- (ii) Downward Communication.

Q.3 Define work motivation. Compare and contrast different need theories of motivation. **20**

Q.4(a) Give reasons for the following statements.(any **three**):- **15**

- (i) Consistency refers to whether a behaviour is relatively stable over a period of time.
- (ii) Self appraisal is an important tool of performance appraisal.
- (iii) People see what they want to see.
- (iv) Profit-sharing works better for the fast growing profitable organizations.
- (v) Gain sharing pay plan broadens the understanding of employees.
- (vi) In 360 degree feedback, the data is gathered from variety of sources.

(b) Write a short note on (any **one**):- **5**

(i) Appraisal Philosophy.

(ii) M.B.O.

Q.5 Distinguish between a Leader and a Manager. Discuss emerging approaches to leadership. **20**

Q.6(a) Explain in brief (any **three**):- **15**

(i) Employee may exhibit their work dissatisfaction through tardiness.

(ii) Survey data can spur competition among different departments in large organization.

(iii) Job satisfaction is multi dimensional.

(iv) Employee comments are very useful for management.

(v) Job satisfaction and Life satisfaction are closely related.

(vi) Attitudes influence behaviours and behavior influence attitude.

(b) Write short note on (any **one**):- **5**

(i) Work moods.

(ii) Effects of employee attitudes.

Q.7(a) State whether the following statements are **True** or **False** and give reasons for the same (any three):- **15**

(i) Conflicts can never be constructive.

(ii) Intergroup conflicts are purposely induced in the organisation.

(iii) Conflicts occur due to differences in values.

(iv) The most desirable life position is "I am OK - youâ€™re not OK".

(v) Strokes may be positive, negative or mixed.

(vi) Conflicts may produce three distinct outcomes.

(b) Write a short note on (any **one**):- **5**

(i) Assertive behaviour.

(ii) Effects of conflicts.

Q.8 Describe the following. **20**

Brain storming ,Nominal group technique, Delphi-decision making, Dialectic decision method

Q.9(a) Explain briefly (any **three**):- **15**

(i) Managers in the role of Linking pins.

(ii) Life cycle of a Team.

(iii) Characteristics of effective teams.

(iv) Contingency, organizational design.

(v) Social loafing.

(vi) Process consultation.

(b) Write a short note on (any **one**):- **5**

(i) Matrix Organization.

(ii) Problems in Teams.

Q.10 Define stress. Describe its symptoms and extreme products of stress.