

# Psychology of Human Behaviour at work.

**March 2007**

Time: 3 Hours

Marks: 100

**NB:**

1. Attempt any five questions in all.
2. Attempt any three questions from Section I and any two questions from Section II or any two questions from Section I and any three questions from Section II.
3. Figures to the right indicate full marks.
4. Answer to both the sections should be written in the same answer-book.

Q.1(a) Explain the terms (any **four**):- **20**

- (1) People.
- (2) Interdisciplinary nature of OB.
- (3) Perception.
- (4) Behavioral bias.
- (5) Unethical manipulation of people.
- (6) The law of diminishing returns.

(b) State whether the following statements are True or False and give reasons for the same (any **four**):- **20**

- (i) Acceptance is a matter of choice and degree.
- (ii) Senders need not communicate with care.
- (iii) Semantics presents difficult challenges when people from different cultures attempt to communicate with each other.
- (iv) Action is known as verbal communication.
- (v) Managers can encourage upward communication by asking good questions.
- (vi) Rumour is not a result of interest and ambiguity.

Q.2 What is Behavior Modification? Discuss its alternative consequences and schedules of Reinforcement. **20**

Q.3 Give reasons for the following statements (any **four**):- **20**

- (i) Many types of pay are required for a complete economic reward systemy.
- (ii) Employees make a rough type of cost reward comparison.
- (iii) An important task for management is integrating extrinsic and intrinsic rewards successfully.
- (iv) Performance appraisal plays a key role in reward system.
- (v) Problems can arise in self-appraisal.
- (vi) Skill based pay rewards 'Individuals for what they know how to do.

Q.4 Explain and critically evaluate the behavioral approaches to leadership style.:-  
**20**

## **SECTION II**

Q.5 Write short notes on any four:â€” **20**

- (i) Types of survey questions.
- (ii) Performance satisfaction relationship.
- (iii) Changing employee attitudes.
- (iv) Work moods.
- (v) Uses of job satisfaction studies.
- (vi) Theft in organizations.

Q.6 Explain the following statements (any **four**):- **20**

- (i) Interpersonal conflicts arise from a variety of sources.
- (ii) Conflict is not all bad.
- (iii) Assertive behavior is effective when it integrates a number of verbal and non-verbal components.
- (iv) Expert power comes from specialized training.
- (v) Strokes may be positive, negative or mixed.
- (vi) Confronting can be viewed as the best conflict resolution strategy.

Q.7 Distinguish between formal and informal organizations. Discuss the weaknesses of committees. **20**

Q.8 Explain the terms (any **four**):- **20**

- (i) Linking pin model.
- (ii) Life cycle of a team.
- (iii) Project manager.
- (iv) Effective teams.
- (v) Sucker effect.
- (vi) Problems in teams.

Q.9 Discuss the causes of stress and approaches to stress management. **20**