



Date: 21-11-2024

Dept. No.

Max. : 100 Marks

Time: 09:00 am-12:00 pm

SECTION A - K1 (CO1)

Answer ALL the Questions	(10 x 1 = 10)
--------------------------	---------------

1. Definitions

- a) Organisational Behaviour
- b) Personality
- c) Motivation
- d) Group Cohesiveness
- e) Conflict

2. Fill in the blanks

- a) The _____ model emphasizes employee participation and mutual respect.
- b) A positive _____ leads to better relationships and outcomes in the workplace.
- c) _____ involves influencing and guiding employees towards achieving organizational goals.
- d) _____ is the process where a senior individual helps a junior person grow professionally.
- e) _____ refers to the process of resolving disputes or disagreements in an organization.

SECTION A - K2 (CO1)

Answer ALL the Questions	(10 x 1 = 10)
--------------------------	---------------

3. MCQ

- a) The autocratic model of OB is based on:
 - I. Employee empowerment
 - II. Managerial control and power
 - III. Collaboration and trust
 - IV. Mutual respect
- b) Job satisfaction can lead to:
 - I. Decreased turnover rates
 - II. Increased absenteeism
 - III. Lower engagement levels
 - IV. Decreased morale
- c) Perceptual biases often lead to:
 - I. Better decision-making
 - II. Misinterpretation of information
 - III. Improved judgment
 - IV. Increased accuracy
- d) Effective teamwork requires:
 - I. Strong individualism
 - II. Poor communication
 - III. Clear roles and group cohesion

	IV. Conflicts among members
e)	<p>The most important quality in a counsellor is:</p> <p>I. Imposing decisions on employees</p> <p>II. Providing immediate solutions</p> <p>III. Listening actively and showing empathy</p> <p>IV. Encouraging silence and avoidance</p>
4.	True or False
a)	The system model emphasizes trust and collaboration between managers and employees.
b)	Attitudes are static and cannot be changed through training or development.
c)	Perceptual biases can affect the accuracy of decisions made in an organization.
d)	Group dynamics are irrelevant in high-performance teams.
e)	In effective teams, conflict is always harmful and should be avoided at all costs.
SECTION B - K3 (CO2)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
5.	Interpret the significant characteristics in shaping employee performance.
6.	Classify the major job attitudes and explain their importance in organizational settings.
7.	Evaluate how perceptual errors influence decision-making in organizations.
8.	Demonstrate how different types of teams contribute to organizational success.
SECTION C – K4 (CO3)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
9.	Explain the different approaches in Organizational Behavior.
10.	Analyze the factors that influence job satisfaction and dissatisfaction in organizations.
11.	Infer how group dynamics and leadership styles affect team performance.
12.	Identify the essential counselling skills necessary to support employees effectively.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Evaluate the effectiveness of the Myers-Briggs Type Indicator (MBTI) in identifying personality types and its impact on teamwork.
14.	Summarize how the stages of group development affect team dynamics and productivity.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Construct a detailed counselling procedure for improving employee motivation and performance.
16.	Formulate strategies for overcoming barriers in negotiation to ensure mutually beneficial outcomes.

\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$