

[Time: Three Hours]

[Marks: 100]

Please check whether you have got the right question paper.

- N.B: 1. All questions are compulsory.  
2. Figures to the right indicate full marks.

- Q.1 A) Select the most appropriate answer from the options given below: (any ten) 10
1. \_\_\_\_\_ role involves monitoring activities to ensure they are being accomplished as planned and correcting any significant deviation.
 

a) Decisional	b) Conceptual
c) Controlling	d) Leading
  2. A manager with \_\_\_\_\_ skills has the mental ability to analyze and diagnose complex situations.
 

a) technical	b) informational
c) decisional	d) conceptual
  3. The science that seeks to measure, explain and sometimes change the behaviour of humans and animals is called \_\_\_\_\_.
 

a) Sociology	b) Intuition
c) Social Psychology	d) Psychology
  4. The emotional or feeling segment of an attitude is called its \_\_\_\_\_ component.
 

a) affective	b) cognitive
c) behavioural	d) motivational
  5. \_\_\_\_\_ describe a positive feeling about a job resulting from an evaluation of its characteristics.
 

a) Job satisfaction	b) Organizational commitment
c) Job engagement	d) Job involvement
  6. \_\_\_\_\_ refers to employee's beliefs in the degree to which they influence their work environment, their competence, the meaningfulness of their job and their perceived autonomy.
 

a) Psychological empowerment	b) Organizational commitment
c) Job engagement	d) Job involvement
  7. Under \_\_\_\_\_ manager's assume employees can view work as being as natural as rest.
 

a) Theory X	b) Theory Y
c) Maslow's theory	d) Herzberg's theory
  8. The goal setting theory says that specific and difficult goals with feedback, lead to \_\_\_\_\_.
 

a) higher performance	b) higher satisfactory
c) higher commitment	d) higher payment
  9. The three elements in motivation are intensity, direction and \_\_\_\_\_.
 

a) persistence	b) performance
c) feedback	d) intensity
  10. \_\_\_\_\_ is defined as the ability to influence a group toward the achievement of a vision or set of goals.
 

a) Motivation	b) Business
c) Emotional Maturity	d) Leadership
  11. A core component of Emotional intelligence is \_\_\_\_\_.
 

a) empathy	b) sympathy
c) emotional stability	d) friendliness

12. \_\_\_\_\_ was the behavioral dimension of leadership identified by the Ohio state studies.
- a) Consideration
  - b) Employer oriented
  - c) Concern for people
  - d) Production oriented

- Q.1 B) State whether the following statements are true or false: (any ten) 10
1. Leading is a process that includes defining goals, establishing strategy and developing plans to coordinate activities.
  2. When a manager plays the role of a controller he takes corrective action when the organization faces unexpected disturbances.
  3. A manager who initiates and oversees new projects is performing the role of a leader.
  4. The behavioral component of an attitude is a description of or belief in the way things are.
  5. In organizational commitment an employee identifies with a particular organization and its goals and wishes to remain a member.
  6. Perceived Organizational Support is the individual's involvement with, satisfaction with and enthusiasm for the work she does.
  7. In McClelland's theory, need for power is the drive to excel, to achieve in relation to a set of standards to strive to succeed.
  8. According to Herzberg's theory when hygiene factors are adequate, people will be satisfied.
  9. Procedural justice is an overall perception of what is fair in the workplace.
  10. Agreeableness has been found to be the most important trait of an effective leader.
  11. Vision is a long-term strategy for attaining a goal or goals.
  12. A boss is a senior employee who sponsors and supports a less experienced employee called a protégé.

- Q.2 Answer any two of the following: 15
- a) Define the terms manager and organization. Discuss the various managerial skills that differentiate effective from ineffective managers.
  - b) Discuss how nowadays managers have to deal with workplace diversity and cope in a world of temporariness.
  - c) How do organizations help their employees achieve work-life balance in a bid to motivate them?

- Q.3 Answer any two of the following: 15
- a) Define attitude. Discuss job involvement & organizational commitment as major job attitudes.
  - b) Define job satisfaction. Examine the responses of employees to job dissatisfaction.
  - c) Explain how job satisfaction is related to organizational citizenship behaviour and employee turnover.

- Q.4 Answer any two of the following: 15
- a) Examine Herzberg's two factor theory of motivation.
  - b) Explain inequity and discuss the six choices that employees make to resolve inequity.
  - c) Discuss in detail the Expectancy theory of motivation.

- Q.5 Answer any two of the following: 15
- a) Discuss Fred Fiedler's contingency model of leadership.
  - b) How can people be trained to become charismatic leaders? What is the dark side of charismatic leaders?
  - c) Write a detailed note on transformational leadership.

- Q.6 Write short notes on (Any Four)
- a) Mintzberg's managerial roles
  - b) Disciplines that contribute to OB field
  - c) Components of attitudes
  - d) Types of organizational justice
  - e) Michigan state studies of leadership
  - f) Importance of mentorship
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