

[Time: 3 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 marks.

- Q.1 A Complete the following statements by selecting the appropriate answers (any 10) 10
- 1) \_\_\_\_\_ is a process that includes defining goals, establishing strategy and developing plans to coordinate activities.  
a) Planning b) Leading  
c) Controlling d) Organizing
  - 2) Managers who are required to perform duties which are ceremonial and symbolic in nature are called \_\_\_\_\_.  
a) figurehead b) monitor  
c) leader d) negotiator
  - 3) \_\_\_\_\_ function involves monitoring activities to ensure they are being accomplished as planned and correcting any significant deviation.  
A ) Conceptual b) Decisional  
c) Leading d) Controlling
  - 4) \_\_\_\_\_ are evaluative statements either favourable or unfavourable about objects people or events.  
a) Attitudes b) Motives  
c) Beliefs d) Actions
  - 5) The emotional or feeling segment of an attitude is called as \_\_\_\_\_ component.  
a) affective b) cognitive  
c) behavioral d) motivational
  - 6) \_\_\_\_\_ refers to an employees belief in the degree to which they influence their work environment, competence, meaningfulness of their job and perceived autonomy.  
a) Psychological empowerment b) Organizational commitment  
c) Job engagement d) Job involvement
  - 7) Affection, belongingness, acceptance, and friendship are elements of \_\_\_\_\_ need.  
a) basic b) social  
c) safety d) esteem
  - 8) McClelland's Theory of needs focuses on \_\_\_\_\_ needs.  
a) five b) two  
c) three d) six

- 9) \_\_\_\_\_ is the perceived degree to which one is treated with dignity and respect.
- a) Distributive justice                      b) Interactional justice  
c) Procedural justice                      d) Organizational justice
- 10) \_\_\_\_\_ are better predictors of the emergence of leaders.
- a) Behavior                                      b) Traits  
c) Educational qualifications              d) Followers
- 11) Relationship oriented leaders perform better in \_\_\_\_\_ situations.
- a) Extremely favorable                      b) Extremely unfavorable  
c) Slightly favorable                          d) Moderately favorable
- 12) \_\_\_\_\_ leadership theory states that followers make attributions of heroic or extraordinary leadership abilities when they observe certain behaviors.
- a) Charismatic                                  b) Transactional  
c) Transformational                          d) Mentoring

**Q.1 B State whether the following statements are True or False (any 10) 10**

- 1) Leading involves motivating employees, directing others, selecting the most effective communication channels and resolving conflicts.
- 2) When the manager is responsible for motivating and directing employees he is performing a figurehead role
- 3) In technical role managers maintain a network of outside contact that provide favors and information.
- 4) Attitude has two components.
- 5) The motivational component of an attitude is a description of or belief in the way things are.
- 6) In organizational commitment an employee identifies with a particular organization and its goals and wishes to remain a member.
- 7) Aptitude measures how long a person can maintain effort.
- 8) Frederick Herzberg proposed the Two-Factor Theory of Needs
- 9) The perceived fairness of the amount and allocation of rewards among individuals is known as distributive justice.
- 10) Leadership is defined as the process that account for an individual's intensity, direction and persistence of effort towards attaining a goal.
- 11) Target is a long-term strategy for attaining goal or goals.
- 12) Transactional leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements.

**Q.2 Answer any two of the following 15**

- a) Define and the term manager and organization. Explain the various skills used by a manager in an organization.
- b) "Organizational Behavior is an applied behavioral science built on the contributions from a number of behavioral disciplines". Explain.
- c) How do managers cope with globalization and maintain a positive work environment?

- Q.3 Answer any two of the following 15
- a) Name the major job-related attitudes. Explain in detail any two major job-related attitudes.
  - b) Write a detailed note on job satisfaction and explain its relationship to absenteeism and turnover.
  - c) Explain the exit-voice-loyalty-neglect model.
- Q.4 Answer any two of the following 15
- a) Describe the three elements of motivation. Explain the theory of needs by McClelland.
  - b) Write a detailed note on goal setting theory.
  - c) Explain the Equity theory of motivation.
- Q.5 Answer any two of the following 15
- a) Discuss Fred Fiedler's contingency model of leadership.
  - b) Explain transformational leadership.
  - c) Who is a mentor? Explain the two functions associated in a mentor and protégé relationship.
- Q.6 Write short notes on (Any four) 20
- a) Managerial roles
  - b) Job satisfaction and work place deviance
  - c) Measurement of job satisfaction
  - d) Theory X and Y
  - e) Expectancy theory of motivation
  - f) Behavioral Theories of Leadership

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