

- (vii) Choose the correct factor for determining centralization
- a) Integration
b) Desire for independence
c) Availability of managers
d) Control techniques
- (viii) Choose the correct option: Maslow grouped the five needs into two categories ___ & ___
- a) Higher-order needs and Lower-order needs
b) Supreme needs and local needs
c) Self needs and others needs
d) Luxurious needs and comfort needs
- (ix) Summarize the following: Beliefs, attitudes, traditions and expectations which are shared by group members is called _____
- a) Group norms
b) Group communication
c) Group cohesiveness
d) Group structure
- (x) Select the significance of studying principles of management from the following.
- a) Increase in efficiency
b) Adaptation of changing technology
c) Optimum utilization of resources
d) All of these
- (xi) Choose which one of the following is not a principle of management given by Taylor.
- a) Science, not rule of Thumb
b) Functional foremanship
c) Maximum, not restricted output
d) Centralization
- (xii) Justify distinctiveness, according to attribution theory
- a) Whether an individual displays consistent behaviors in different situations
b) Whether an individual displays different behaviors in different situations
c) Whether an individual displays consistent behaviors in similar situations
d) Whether an individual displays different behaviors in similar situations
- (xiii) Justify your answer: Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
- a) High Quality and Low Quality
b) Globalization and Culture
c) Rapid Pace of Change
d) Multiple Stakeholders
- (xiv) Focus of organizational behavior includes:
- a) Individual, Organization, Society
b) Organization, Society, Nation
c) Employee, Employer, Management
d) Individual, Groups, Organization
- (xv) Correlate the following statement with the principle of 'Division of work'
- a) Work should be divided into small tasks
b) Labor should be divided
c) Resource should be divided among jobs
d) It leads to specialization

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Explain the stages of group development briefly. (3)
3. Explain different types of stress in brief. (3)
4. Explain different stages of conflict briefly. (3)
5. Explain the advantages and disadvantages of Franchise (3)
6. Write the characteristics of decision making. (3)

OR

Express the importance of organizational behavior. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Appraise the Psycho-dynamic Structure of Personality. (5)
8. The principles of Taylor and Fayol are mutually complementary. One believed that the management should share the gains with the workers, while the other suggested that (5)

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employees compensation should depend on the earning capacity of the company and should give them a reasonable standard of living. Recall and explain the principles of Fayol and Taylor referred to in the above para.

- 9. After the following logical steps in the process of planning, describe the steps required to complete the process: Setting objective Developing premises, and Identifying alternative courses of action (5)
- 10. Deduce the nature of stress by giving examples. Analyze the avoidance-oriented strategy of coping. (5)
- 11. Determine the ways to overcome resistance to change. (5)
- 12. Summarise the steps taken by management in the planning process. (5)

OR

Management is a series of continuous interrelated functions. Assess. (5)
