

Time: 2½ hrs.

Marks:75

- Note:**
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (Attempt any 8) (08)

- (1) _____ is the transfer of information and knowledge from one person to another.
(Management, Communication, Behaviour, Socialisation)
- (2) _____ is a person who makes all the decisions by himself, without consulting anyone.
(Democrat, Bureaucrat, Autocrat, Sociocrat)
- (3) _____ is the primary objective of Human Resource Management.
(Maximizing employee turnover, Reducing training and development, Maximizing employee performance, Minimizing employee involvement)
- (4) The word dynamics comes from the Greek word "dynamis" meaning _____.
(people, force, team, change)
- (5) Assessment centre is a _____ method of performance appraisal.
(out-dated, traditional, modern, correct)
- (6) The '360-Degree Feedback' method in HRD involves collecting feedback from _____.
(only the employee's manager, Multiple sources including all levels of employees, external stakeholders only, HR department exclusively)
- (7) HRD focuses primarily on _____.
(hiring employees, developing skills and competencies of employees, downsizing employees, offering monetary benefits to employees)
- (8) Motivation's two-factor theory is given by _____.
(Herzberg, Harold Kelley, J. Stacy Adams, Douglas McGregor)
- (9) _____ means the receiver's response to the sender's message.
(Convert, Decoding, Encoding, Feedback)
- (10) _____ travels from subordinates to superiors and continues up the organizational hierarchy.
(Grapevine, Downward Communication, Upward Communication, Lateral Communication)

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) People learn by observing others, with the environment, behaviour and cognition.
- (2) OB fails to recognize the dynamic nature of organisation.
- (3) Organisations do not play any role in the career development of an employee.
- (4) Managing people's good skill is not the need of the globalised competitive market.
- (5) HRM is concerned with the people dimension in management.
- (6) There are no barriers to communication.
- (7) Grapevine is a formal method of communication.
- (8) Decline stage is the last stage of a career in which an individual thinks of retiring from the job.
- (9) When comparing offers of employment, salary is always the thing that matters most.
- (10) OB is application oriented.

- Q.2 (A) Explain the characteristics of OB. (08)
 (B) Discuss the factors influencing individual behaviour. (07)
OR
- Q.2 (C) Elaborate on the evolution of OB. (08)
 (D) Explain the models of OB in detail. (07)
- Q.3 (A) Explain the benefits of learning organization. (08)
 (B) Describe the various financial and non-financial rewards. (07)
OR
- Q.3 (C) Explain the process of communication. (08)
 (D) Enlist and explain the types of employee separation. (07)
- Q.4 (A) Explain the scope and functions of the HRM department. (15)
OR
- Q.4 (B) Elaborate on the strategies for managing HR deficit. (08)
 (C) Describe the functions of Human Resource Development. (07)
- Q.5 (A) Explain the different types of compensation. (08)
 (B) What are the objectives of performance appraisal? (07)
OR
- Q.5 (C) Write short notes on (Attempt any 3) (15)
 (1) Employee Welfare
 (2) Human Resource Planning
 (3) Downsizing
 (4) Training and Development
 (5) Causes of conflict

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