

**2014 NOV.**  
**PSYCHOLOGY FOR MANAGERS**

Time Allowed: Three Hours

Maximum Marks : 80

**Note:-** Question paper is divided into three Sections A, B and C. Attempt any four questions from Section-A, having 5 marks for each question. Attempt any two questions from Section-B, having 15 marks for each question. Attempt two questions from Section-C, having 15 marks for each question.

\* noted questions are now not in syllabus.

**SECTION-A**

- [1] Attempt any four questions in brief :
- (a) Define organisational behaviour.

- (b) Discuss perceptual selectivity.  
\*(c) Explain various types of groups.  
(d) What is the need of motivation ?  
(e) Define Transactional Analysis.  
\*(f) Describe factors responsible for change.

5×4=20

### SECTION-B

**Note:-** Attempt any two questions.

- [2] Discuss the need of organisational behaviour. Explain various organisational behaviour models. 15
- [3] Explain the concept of Personality. How does it determine the behaviour of an Individual ? 15
- [4] Discuss the steps which you would take as a manager to reduce perceptual errors as you appraise the performance of your subordinates. 15
- \*[5] What is Informal group ? Describe its features. Provide a guideline to practising managers for effective utilisation of Informal groups. 15

### SECTION-C

**Note:-** Attempt any two questions.

- [6] Discuss the importance of motivation. Explain in detail the Maslow's Theory of need hierarchy. 15
- [7] What is leadership ? Discuss the trait theory and situation theory of leadership. 15
- [8] Explain the concept of stress. What are various work stressors? Discuss the ways to manage stress. 15
- [9] Discuss the reasons of various types of conflicts in an organisation. Suggest measures to resolve inter-group conflicts. 15