DECEMBER 2022 **U/ID 22501/UCG5A**

Time : Three hours Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions, each in 30 words.

1. What do you mean by an organization?
2. What is planning?
3. Define job satisfaction.
4. What is an open-door policy?
5. Name and brief any two components of employee attitude.
6. What is an organizational commitment?
7. Employee turnover — Brief
8. Write a short note on nonverbal communication.
9. Name some computer-aided communications in an organization.
10. What is informal communication?
11. Define motivation.
12. What is grapevine communication?

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions each in 200 words.

13. Briefly explain the flexi time and flexi plan approach.

14. Enumerate the types of motives.

15. Mention the benefits of job satisfaction studies.

16. Write a brief note on communication symbols.

17. Explain the process of making effective teams.

18. What are the types of conflict?

19. Exemplify the features of the grapevine.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions each in 500 words.

20. Describe any two basic approaches to OB.

21. Elucidate Herzberg's two-factor theory of motivation.

22. Elaborate on the factors determining job satisfaction.

23. Summarize the stages of group development.

24. Describe the process and issues involved in negotiation in detail.

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