

TIME : 2 Hrs

MARKS : 60

- Notes: 1. All questions are compulsory.
2. Each question has an internal option.

- Q.1 Concepts:** (15)
- a. Spiritual Intelligence.
 - b. Job enrichment.
 - c. Group think.
 - d. Negotiations.
 - e. TQM.
- OR**
- Q.1 A.** What are the different challenges faced by managers at work? (8)
B. How does one create jobs that motivate? (7)
- Q.2 A.** What are the different stages of group development? (7)
B. Explain in brief Gardner's theory of multiple intelligence. (8)
- OR**
- Q.2 A.** What are the characteristics of a mature team? (7)
B. "Johari's Window" helps us to understand self and others. How? (8)
- Q.3 A.** How is culture transmitted in an organisation? (7)
B. Describe in brief the stages of conflict. (8)
- OR**
- Q.3 A.** Define stress and describe the nature of stress. (7)
B. Why do people resist change? Discuss the nature of change. (8)
- Q.4 A.** What are the different steps involved in an OD process? (8)
B. What is the importance of time management? (7)
- OR**
- Q.4 Write short notes on (Any 3)** (15)
- a. Transmission of culture.
 - b. Role
 - c. Conflict resolution.
 - d. OD
 - e. Type A & B personality.

