

(43) **SARDAR PATEL UNIVERSITY**

MHRD Examination, I<sup>st</sup> Semester

Monday Day Date 25-11-2013

Session: Morning / Evening Time : 10-30 Am to 1-30 P.M.

Subject/Course Code : 

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 / Paper No. 05

Subject/Course Title: Organizational Processes

Total Weightage/Marks : 70

Q.1 Select the correct alternative and answer the following questions ----- (10)

- 1) The communication travels among peers and functions occupying the same vertical level in the hierarchy is known as :
- (a) informal communication (b) downward communication  
(c) horizontal communication (d) upward communication
- 2) The receiver of the message — the message to derive meaning from the message
- (a) encode (b) feedback (c) decodes (d) none of the above
- 3) Strategic decisions are taken comparatively at — of management
- (a) lower level (b) middle level (c) higher level  
(d) none of the above

- 4) — decisions are taken in the context of day to day operation of the organization.
- (a) strategic (b) organizational (c) routine  
(d) none of the above
- 5) Which is the barrier of effective communication?
- (a) badly expressed message (b) screening or filtering  
(c) inattention (d) all the above
- 6) Which one of the following is the example of non-material culture
- (a) television (b) motor car (c) customs & traditions  
(d) organizations
- 7) Which among the following play a major role in ethical behaviour of employees in the organization.
- (a) the leadership style (b) Policies  
(c) training programmes (d) all the above
- 8) Reasonable amount of stress is needed for effective performance, Psychologically it is known as
- (a) distress (b) happiness (c) Eustress  
(d) emotional stability
- 9) Programmes of stress management include:
- (a) team building (b) behaviour modification  
(c) training & relaxation technique  
(d) all the above

10) which among the following organizational culture is having risk taking, dynamism and innovative characteristics :

- a) market-culture b) clan culture
- c) entrepreneurial culture
- d) bureaucratic culture

Q.2 Answer in brief any five questions ---- (15)

- 1) What are the essentials of effective communication?
- 2) How personal barriers to communication can be removed?
- 3) Explain the impact of different cultures on decision making with example
- 4) Why an organization should make ethical decision?
- 5) How cultural diversity can be managed?
- 6) What are the self serving principles in decision making
- 7) What are the organizational methods to reduce the stress.

Q.3 What is communication? Discuss the levels of communication. --- (15)

OR

What is decision making? Discuss the Rational and Political model of decision making.

Q.4 What is culture? Discuss how ethical organizational culture can be created?

OR

--- (14)

What are the symptoms of stress?  
Discuss the approaches to stress management in general.

Q.5 Write short note on any two -- (16)

- a) Stress and job performance
- b) Employee counselling
- c) Changing organizational culture
- d) Strong and weak culture & its impact.