



Time - 3 Hour

MM-70

The question paper contains one printed page.

Attempt any **FIVE QUESTIONS**. Each question's answer should limit up to 500 words.

Each question carries 14 marks.

Q. 1. Complete the below presented figure JOHARI WINDOW and what a person needs to do for becoming effective.

A _____	B _____
C _____	D _____

Q. 2. Write Short Notes on any two:

- Personal efficacy
- Single, Double and Triple loop of learning
- MBTI Types

Q. 3. Explain three types of ego states of parent, adult and child. Also elaborate on complementary and contradictory transactions with appropriate examples.

Q. 4. Write Short Notes on any two:

- 4 Ds of Appreciate Enquiry
- Group and Team
- Organizational Ethos

Q. 5. Differentiate administration, management and leadership modes. Explain situational theory of leadership along with four styles and the development levels of the team.

Q. 6. Select any two and write differences between

- Attitude and beliefs
- Values and ethics
- Job and role

Q. 7. A person works in a unit of Ministry of Rural Development. He was very proactive initially but after five years the staff started criticizing that person for not doing work properly, delaying the tasks, not informing others, etc, and the senior supervisor find demotivated him. As a manager what "HYGIENE" Factor you would like to work upon to motivate your staff.