



Name :
Roll No. :
Invigilator's Signature :

CS/HM/SEM-6/BHM-603/2013

2013

ORGANISATIONAL BEHAVIOUR

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :
10 × 1 = 10
- i) The managerial skills of a manager depends upon his
a) Technical Skills, b) Human Skills, c) Conceptual Skills
a) (a) & (b) b) (b) & (c)
c) (a) & (c) d) all of these.
 - ii) Which one of the following is not a Contributory discipline in the OB field ?
a) Psychology b) Physiology
c) Anthropology d) Sociology.
 - iii) Which one of the following is not a determinant of personality ?
a) Heredity b) Physical features
c) Environment d) Situation.



- iv) When we draw a general impression about an individual on the basis of a single characteristic such as intelligence, sociability or appearance, a is operating.
- a) Contrast effect b) Halo effect
c) Projection d) Stereotyping.
- v) Autocratic leadership style is sometimes effective for
- a) New employees
b) Old employees
c) Highly skilled employees
d) All of them.
- vi) the E, R & G in ERG theory stands for
- a) Existence, relation, growth
b) Existence, retardation, growth
c) Emotion, retardation, growth
d) Effectiveness, rational, grand plan.
- vii) The two key factors of Herzberg's theory are
- a) Hygiene-leadership b) leadership-motivation
c) Self-esteem d) Hygiene-motivation.
- viii) McClelland's theory of needs focuses on
- a) Need for achievement b) Need for power
c) Need affiliation d) all of these.



- ix) Need hierarchy is propounded by
- a) Pavlov b) Maslow
- c) Chester Bernard d) None of them.
- x) The more consistent the behaviour, the more the observer is inclined to
- a) depend on the behaviour
- b) attribute it to internal causes
- c) attribute it to consumers
- d) attribute it to external causes.
- xi) SOBC model is commonly known as
- a) Situation, organization, behaviour, consequence
- b) Stimulus, organization, behaviour, consequence
- c) Situation, organization, behaviour, cause
- d) Stimulus, organization, behaviour, cause.
- xii) One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. This shortcut is known as
- a) Selective perception b) Halo effect
- c) Contrast effect d) Prejudice.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. State the reasons why people tend to form a group.
3. Explain the concept of Managerial Grid.

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4. State the various factors affecting perception.
5. Discuss the various opportunities and challenges in the development of OB.
6. Mention the types of reinforcements associated with learning.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. a) What is conflict ?
b) In organisational setup, how does it generate ?
c) How can it be resolved ? $3 + 6 + 6$
 8. What is Motivation ? Discuss the theory of Motivation as developed by Herzberg.
 9. Describe the different types of group. Write down the stages of group development.
 10. a) Critically analyse the Trait theory of Leadership.
b) “Leaders are born or made.” Discuss.
 11. Write short notes on any *three* of the following : 3×5
 - a) Johari Window
 - b) Big Five Personality Dimensions.
 - c) Contribution fields of OB
 - d) Values
 - e) Leadership Skills.
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