



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/HM/SEM-6/BHM-603/2010  
2010**

**ORGANISATION 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 the following :

10 × 1 = 10

- i) The more consistent a behaviour, the more the observer is inclined to
  - a) depend on the behaviour
  - b) attribute it to internal causes
  - c) attribute it to consensus
  - d) attribute it to external causes.
  
- ii) 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) contrast effects
  - c) halo effect
  - d) prejudice.



- iii) A focus on utilitarianism as an ethical decision criterion promotes efficiency and productivity as well as a focus on the rights of individuals.
  - a) True
  - b) False.
- iv) Successful managers and entrepreneurs recognize that
  - a) technical knowlede is all that is needed for success
  - b) interpersonal skills are not important
  - c) technical skills are necessary, but insufficient for succeeding in management
  - d) an understanding of human behaviour does not impact effectiveness.
- v) Behaviour is generally ..... and the ..... of behaviour is a means to making reasonably accurate predictions.
  - a) predetermined, observation
  - b) predictable, systematic study
  - c) controllable, theoretical application
  - d) uncontrollable, systematic study.
- vi) Today's managers and employees must learn to cope with temporariness — learning to live with flexibility, spontaneity, and unpredictability.
  - a) True
  - b) False.
- vii) Rokeach found that the instrumental value of ambitious ( hardworking and aspiring ) people was related to the terminal value of
  - a) a comfortable life
  - b) freedom
  - c) happiness
  - d) self-respect.
- viii) Veterans tended to be less loyal to their employer.
  - a) True
  - b) False.



Suppose that you are a Human Resource Manager for Prentice Corporation who is in charge of developing a training program for managers coming to the United States from your Prentice subsidiaries around the world. You have decided to use the Hofstede Framework for discussing cultural differences that they might expect to find. Use your knowledge of the work of Hofstede to answer the following questions :

- ix) Your Indonesian managers will need to be especially aware of the difference that exists between their country and the United States in the degree of ..... of the two cultures.
- a) quantity of life *vs* quality of life
  - b) individualism
  - c) power distance
  - d) uncertainty avoidance.
- x) Self-efficacy refers to an individual's belief that he or she is capable of performing a task.
- a) True
  - b) False.



**GROUP – B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following.

3 × 5 = 15

2. Attitude
3. Learning
4. Johari Window
5. Sources of Personality
6. Values.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following. 3 × 15 = 45

7. Discuss the theory of Motivation given by Maslow. How is it different from Herzberg's theory ?
8. What is TA ? Explain the nature and impact of interpersonal behaviour.
9. Why is OB important ? Describe the challenges and opportunities of OB. Briefly discuss the concept of managerial grid.
10. Explain the concept of Group. How are groups formed ? What are the various types of groups ?
11. Explain the concept of any one personality theory. Discuss the importance of S-O-B-C model.

