



Name :
Roll No. :
Invigilator's Signature :

CS/MBA(N) / SEM-1 FT & PT/MB 104/2011-12

2011

ORGANISATIONAL BEHAVIOUR-I

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.*

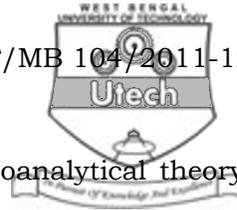
GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :
 $10 \times 1 = 10$
 - i) The first set of Hawthorne experiments dealing with lighting, the main conclusion was that
 - a) only the amount of pay affects production
 - b) variations in lighting affect production
 - c) pressure of social acceptance affects production
 - d) a sense of involvement affects production.
 - ii) The motivation-hygiene theory was developed by
 - a) Hawthorne
 - b) Herzberg
 - c) McGregor
 - d) Maslow.



- iii) Which of the following involves reinforcers and punishers ?
- a) Social learning b) Associative learning
- c) Cognitive learning d) Instrumental learning
- iv) What is the attempt made by people to understand themselves known as ?
- a) Self concept b) Self image
- c) Self awareness d) Self-efficacy.
- v) Which one of the following is not a 'Motivator' according to Herzberg's Two Factor Theory ?
- a) Recognition b) Advancement
- c) Growth d) Salary & Benefits.
- vi) Which one of the following is not a part of Sub-processes of Perception ?
- a) Cognition b) Registration
- c) Interpretation d) Confrontation.



vii) According to Sigmund Freud's Psychoanalytical theory, ethical or moral part of personality with perfection as its goal is called

- a) Id
- b) Ego
- c) Super Ego
- d) Supreme Ego.

viii) The level of stressors (frequency and magnitude) that the person can tolerate before it adversely affects his performance is called.

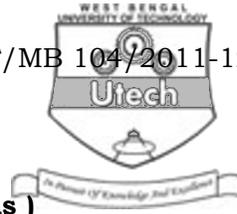
- a) Stress threshold
- b) Biofeedback
- c) Eustress
- d) Burn out.

ix) The motivation theory that holds that employee motivation is determined by the belief that a valued outcome will result from effort is called

- a) Equity theory
- b) Goal-setting theory
- c) Two-factor theory
- d) Expectancy theory.



- x) According to Fayol, Esprit de Corps means
- a) Organizational activities may be guided by a sense of good discipline
 - b) Output may be increased by specialization
 - c) Management should encourage employees to originate and carry out plans
 - d) Fostering team spirit to construct harmony.
- xi) Which of the following is not a component of Job Satisfaction ?
- a) Pay
 - b) Promotion
 - c) Co-workers
 - d) Working Condition.
- xii) Learning, which is concerned primarily with what, occurs as a consequence of behaviour is known as
- a) Classical Conditioning
 - b) Operant Conditioning
 - c) Social Learning Theory
 - d) Projection.



GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Compare and contrast Maslow's and Herzberg's theories of motivation with practical examples.
3. What are the demerits of a bureaucratic organisation ?
4. Does personality act as an instrumental tool for ensuring person job fit ? Justify.
5. Suppose that you are a manager and find yourself with one group of subordinates who apparently seek higher order need satisfactions at work and another group seek lower order need satisfaction at work. What would you do to motivate them ?
6. List the potential sources of stress.



GROUP – C

(Long Answer Type Questions)

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

7. Define attitudes. What are the barriers to changes in attitude ? As an OB specialist suggest some initiatives for overcoming the barriers and changing the attitudes of people used in the induction program of an IT organisation.

4 + 6 + 5

8. a) Define perception.

b) What do you mean by perceptual selectivity ?

c) Discuss the factors which influence perceptual selectivity.

3 + 4 + 8

9. Define Classical Conditioning Theory of Learning. Articulate the major differences between Classical Conditioning and Operant Conditioning Theories of Learning.

6 + 9

10. a) Suppose that you are hiring someone to perform a job that requires very fast performance. Would you prefer to hire a Type A or a Type B person ? Why ?

b) Analyse the relevance of Alderfer's ERG theory of motivation.

7 + 8



11. Write notes on any *three* of the following :

- a) Eustress and Distress
 - b) Perceptual errors
 - c) Applications of OB in industry
 - d) Locus of control
 - e) Cognitive dissonance.
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