Name :	
Roll No. :	A Description of Explanat
Invigilator's Signature :	

CS/MBA/SEM-1 (FT & PT)/MB-104/2012-13 2012

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 contributing fields of organizational behaviour are
 - a) Sociology b) Social Psychology
 - c) Psychology d) All of these.

ii) Hawthorne experiments were conducted by

- a) Elton Mayo b) Maslow
- c) Victor Vroom d) Harzberg.
- iii) *n* (Aff) refers to
 - a) Need for affiliation b) Need for affection
 - c) Need for affluence d) Need for affinity.

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- iv) The ERG theory refers to
 - a) Enhance, Relate and Grow
 - b) Existence, Relatedness and Growth
 - c) Existence, Roaming and Growing
 - d) Enhance, Relatedness and Growth.
- v) Leadership is the process of
 - a) influencing the customers
 - b) influencing the group members
 - c) influencing the competitors
 - d) influencing the creditors.
- vi) "Force = Valence × Expectancy" was developed by
 - a) V.H Vroom b) Herzberg
 - c) Maslow d) Alderfer.
- vii) Which one of the following is an exceptional motivating factor ?
 - a) Punishment b) Promotion
 - c) Participation d) Increase in salaries.
- viii) Assessment Centre is
 - a location b) a technique
 - a situation d) a company.
- ix) Self-Actualisation is

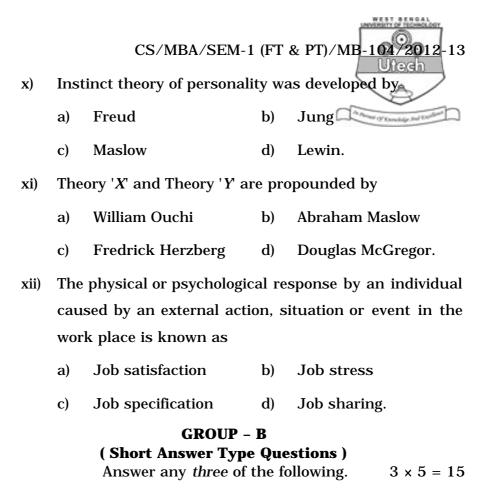
a)

c)

- a) lower order need b) higher order need
- c) lower order want d) higher order want.

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- 2. What is job satisfaction ? Examine critically how it is related with performance, turnover and absenteeism. 2 + 3
- 3. Discuss briefly Porter and Lawler Expectancy Model.
- 4. Describe Classical Conditioning Theory of learning with the help of Pavlov's experiment.
- Describe briefly Scientific Management approach in Organization Behaviour. How it influenced Scientific Management era.
- 6. Briefly describe Hawthorne experiment and its conclusions in human relations.

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

5 + 10

Define OB and elucidate the statement - "OB is an

GROUP - C (Long Answer Type Questions)

8. **Define Motivation** a)

Interdisciplinary Approach".

7.

b) Compare and contrast Maslow's Need Theory with Herzberg's two-factor theory of motivation. 5 + 10

- 9. a) Define Learning.
 - Discuss the significance of Association, Reinforcement b) and Observation in learning process. 5 + 10
- 10. a) What is Personality ?
 - b) What are its major determinants ?
 - How does personality relate to OB? 5 + 5 + 5c)
- **Define Job Stress.** 11. a)
 - b) "Job Stress can have physiological, psychological and behavioural effects". Explain fully. 5 + 10

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