



Name :

Roll No. :

Invigilator's Signature :

**CS/MBA(NEW)/SEM-1(FT & PT)/MB-104/2009-10
2009**

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 of the following :

10 × 1 = 10

- i) Self-actualisation is a
 - a) lower order need
 - b) higher order need
 - c) lower order want
 - d) higher order want.
- ii) The contributing fields of organizational behaviour are
 - a) Sociology
 - b) Psychology
 - c) both (a) & (b)
 - d) none of these.
- iii) *n* (Pow) by McClelland stands for
 - a) Need for Power
 - b) Need for Protection
 - c) Need for Popularity
 - d) Need for Peace.



- iv) The Two Factor Hygiene Theory was developed by
- a) Victor Vroom b) Alderfer
c) Herzberg d) Robert House.
- v) The ERG theory refers to
- a) Enhance, Relate, Grow
b) Existence, Relatedness, Growth
c) Existence, Roaming, Growing
d) Enhance, Relatedness, Growth.
- vi) The 'Hierarchy of Needs' theory was developed by
- a) Maslow b) Alderfer
c) Herzberg d) Robert House.
- vii) The ERG theory was developed by
- a) Maslow b) Alderfer
c) Herzberg d) Robert House.
- viii) n (Aff) refers to
- a) Need for Affiliation b) Need for Affection
c) Need for Affluence d) Need for Affidavit.
- ix) Classical conditioning is the brainchild of
- a) Victor Vroom b) Alderfer
c) Herzberg d) Pavlov.
- x) OB means
- a) Organizational budget
b) Organic Body
c) Organizational Behaviour
d) Organizational Body.



GROUP – B

(Short Answer Type Questions)

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

2. How does Eton Mayo's theory differ with the Weber's Bureaucratic organisation ?
3. How do you explain Job satisfaction ?
4. Enumerate different categories of personality types in organisations.
5. Explain Halo Effect & Horns Effect.
6. Write down Scientific Management Theory.

GROUP – C

(Long Answer Type Questions)

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

7. Define organizational behaviour ? Discuss the contributing disciplines of OB in light of the concepts they have given us. What is meant by saying that an organization is a "system" ?
 $4 + 7 + 4$
8. Maslow and Herzberg had approached the study of motivation somewhat differently but there are also similarities in their ideas. Compare and contrast their views of motivation. 15
9. What do you understand by the term Social Perception ? Discuss in detail, the factors taken into consideration while forming impressions of other people ? $5 + 10$

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10. Define learning. Discuss the significance of Association, Reinforcement and Observation in the learning process.

5 + 10

11. State the factors that cause stress in organizations. Under what circumstances would stress be conducive to organizational performance ? Discuss three measures of organizational stress management.

4 + 5 + 6

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