



Name :

Roll No. :

Invigilator's Signature :

CS/MBA (NEW)/SEM-1 (FT & PT)/MB-104/2010-11

2010-11

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) Learning is understood as the modification of behaviour through
 - a) practice
 - b) training
 - c) experience
 - d) all of these.
- ii) A professional athlete who is excessively offensive to an official is ejected from a game. Indicate the type of step that is taken against him in terms of influencing his behavioural modifications
 - a) positive reinforcement
 - b) punishment
 - c) negative reinforcement
 - d) extinction.
- iii) The immaturity to maturity continuum of personality development was proposed by
 - a) Chris Argyris
 - b) Max Weber
 - c) Sigmund Freud
 - d) Vilfredo Pareto.



- xi) Type A people
- a) enjoy leisure time
 - b) struggle to achieve more and more in less and less time
 - c) never suffer from a sense of time urgency
 - d) none of these.
- xii) Money is the sole motivator for workers according to which of the following ?
- a) Theory X
 - b) Theory Y
 - c) Equity theory
 - d) Classical theory of motivation.

GROUP – B

(Short Answer Type Questions)

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

2. Discuss the Herzberg's two-factor theory. How is this theory related to Maslow's Hierarchy theory ?
3. Both heredity and environment are important determinants of personality. Elucidate.
4. Briefly discuss the factors that lead to organizational stress ? Discuss two techniques which you consider effective for managing stress in brief.
5. Briefly discuss the big five dimensions of personality. Which is the most important personality dimension for predicting job performance ?
6. Why is it important for managers to have a working knowledge of perception ?



GROUP – C

(Long Answer Type Questions)

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

7. a) What is organisational behaviour ?
b) What are the contributing disciplines to it ?
c) What are the applications of OB in industry ? $4 + 5 + 6$
8. Define perception. Describe the perception process. Explain two perceptual errors. $2 + 8 + 5$
9. What do you mean by attitude ? What are the sources of attitude ? What is the difference between terminal and instrumental values ? $2 + 8 + 5$
10. Write short notes on any *three* of the following : 3×5
 - a) Max Weber's concept of Bureaucracy
 - b) Job enlargement *vs* Job enrichment
 - c) Sources of stress
 - d) Learning through reinforcement
 - e) Contribution of Hawthorne studies.
11. Case question :

You have been hired as a Senior HR manager in a leading MNC based in Bangalore. What types of applied motivational strategies would you adopt in order to engage and retain your employees ? Suggest a road map to your organization's Vice-President HR. 15