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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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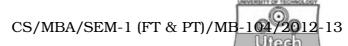


- iv) The ERG theory refers to
 - a) Enhance, Relate and Grow
 - b) Existence, Relatedness and Growth
 - c) Existence, Roaming and Growing
 - d) Enhance, Relatedness and Growth.
- v) Leadership is the process of
 - a) influencing the customers
 - b) influencing the group members
 - c) influencing the 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?

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- a) Punishment
- b) Promotion
- c) Participation
- d) Increase in salaries.
- viii) Assessment Centre is
 - a) a location
- b) a technique
- c) a situation
- d) a company.
- ix) Self-Actualisation is
 - a) lower order need
- b) higher order need
- c) lower order want
- d) higher order want.

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- x) Instinct theory of personality was developed by
 - a) Freud

- b) Jung
- c) Maslow
- d) Lewin.
- xi) Theory 'X' and Theory 'Y' are propounded by
 - a) William Ouchi
- b) Abraham Maslow
- c) Fredrick Herzberg
- d) Douglas McGregor.
- xii) The physical or psychological response by an individual caused by an external action, situation or event in the work place is known as
 - a) Job satisfaction
- b) Job stress
- c) Job specification
- d) Job sharing.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$

- 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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GROUP – C (Long Answer Type Questions)

Answer any *three* of the following.



- 7. Define OB and elucidate the statement "OB is an Interdisciplinary Approach".5 + 10
- 8. a) Define Motivation
 - b) Compare and contrast Maslow's Need Theory with Herzberg's two-factor theory of motivation. 5 + 10
- 9. a) Define Learning.
 - b) Discuss the significance of Association, Reinforcement
 and Observation in learning process.
 5 + 10
- 10. a) What is Personality?
 - b) What are its major determinants?
 - c) How does personality relate to OB? 5 + 5 + 5
- 11. a) Define Job Stress.
 - b) "Job Stress can have physiological, psychological and behavioural effects". Explain fully.5 + 10

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