



Name : .....

Roll No. : .....

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 × 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) Herzberg. |

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) 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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**GROUP - C**  
**( Long Answer Type Questions )**

Answer any *three* of the following.

$3 \times 15 = 45$

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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