

ORGANIZATIONAL BEHAVIOUR
(HMTS 4225)

Time Allotted : 2½ hrs

Full Marks : 60

Figures out of the right margin indicate full marks.

*Candidates are required to answer Group A and
any 4 (four) from Group B to E, taking one from each group.*

Candidates are required to give answer in their own words as far as practicable.

Group – A

1. Answer any twelve:

12 × 1 = 12

Choose the correct alternative for the following

- (i) Organization Behaviour is not a /an
 - (a) separate field of study
 - (b) applied science
 - (c) normative science
 - (d) pessimistic approach
- (ii) To study employee behaviour in any organization, which of the following should be the most important concern?
 - (a) the employee's personality and attitude are basically dependent on the environment
 - (b) environmental and individual differences are crucial for understanding employee behaviour
 - (c) environmental and individual differences do not play a role in understanding employee behaviour
 - (d) the environment in the organization is the most important factor that assists in understanding individual behaviour
- (iii) Which are the big five traits of personality?
 - (a) extroversion, openness to experience, agreeableness, emotional stability, and conscientious
 - (b) agreeableness, courage, openness to experience, friendly, and emotional stability
 - (c) extroversion, agreeableness, emotional stability, friendly, and openness to experience
 - (d) agreeableness, emotional stability, easy going, friendly, and courage
- (iv) Which of the following of an individual can change due to hard situations and external influence?
 - (a) attitude
 - (b) personality
 - (c) objective
 - (d) motivation
- (v) According to Maslow, wants or needs are something that human beings desire and accordingly the needs and wants of human being will lead to
 - (a) motivation
 - (b) job
 - (c) behaviour
 - (d) attitude

- (vi) Porter Lawler Model is an extension of
 (a) Maslow's theory (b) McClelland's theory
 (c) Stacy Adams theory (d) Vroom's theory
- (vii) Which of the following is not an important issue relating to goal-setting theory?
 (a) goal specificity (b) equity among workers
 (c) feedback (d) defining the goal
- (viii) Which of the following is the activity to put people into a particular group according to a few characteristics and then to make an assumption to understand things better?
 (a) perception (b) group perception
 (c) stereotyping (d) Halo effect
- (ix) Which of the following is the social invention for achieving targets through the efforts of the whole group?
 (a) management (b) behaviour
 (c) organization (d) leadership
- (x) An interpersonal conflict in which no participant is aware of the goals, needs, or interests is known as
 (a) latent conflict (b) false conflict
 (c) cause of action (d) destructive conflict

Fill in the blanks with the correct word

- (xi) The essential thing to understand the structure of the organization is _____.
- (xii) Personality is known as _____, when a person takes action based on feelings, while using their imagination, and gets the main idea while missing a few facts according to the MBTI.
- (xiii) _____ organization refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
- (xiv) As per Stimulus-Response Model, input for behaviour process is _____.
- (xv) _____ developed the motivation's dual structure approach.

Group - B

2. (a) Mention in brief the concept of Organizational Behaviour .
 [(HMTS4225.1)(Remember/LOCQ)]
 (b) Discuss the attributes of OB that help in developing a positive work culture and environment of a company.
 [(HMTS4225.1)(Remember/LOCQ)]
- 4 + 8 = 12**
3. Discuss any two Learning Theories. [(HMTS4225.3)(Remember/LOCQ)]

12

Group - C

4. (a) Discuss the basic characteristics of motivation process. *[(HMTS4225.4)(Analyse/IOCQ)]*
(b) Explain in brief Maslow's "Needs Hierarchy Theory". *[(HMTS4225.3)(Analyse/IOCQ)]*
6 + 6 = 12
5. Write short notes on:
(i) Perceptual Selectivity
(ii) Perceptual Defence
(iii) Perceptual Distortion. *[(HMTS4225.2)(Remember/LOCQ)]*
(4 + 4 + 4) = 12

Group - D

6. Write short notes on
(i) Emotional Labour
(ii) Affective Events Theory (AET). *[(HMTS4225.6)(Analyse/IOCQ)]*
(6 + 6) = 12
7. Mention in brief the stages of Group Development with suitable examples. *[(HMTS4225.2)(Analyse/IOCQ)]*
12

Group - E

8. (a) What is meant by "Organizational Culture" ? *[(HMTS4225.6)(Remember /LOCQ)]*
(b) Discuss in brief the importance of Organizational Culture. *[(HMTS4225.6)(Remember/LOCQ)]*
6 + 6 = 12
9. (a) Discuss the meaning and concept of organizational conflict. *[(HMTS4225.6)(Analyse/IOCQ)]*
(b) What are the sources of organizational conflict. *[(HMTS4225.6)(Analyse/IOCQ)]*
6 + 6 = 12

Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	50	50	0

