

**ORGANIZATIONAL BEHAVIOUR
(HMTS 4201)**

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

Candidates are required to answer Group A and any 5 (five) from Group B to E, taking at least one from each group.

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

**Group - A
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) What is the first stage in the conflict process?
 (a) Perceived conflict (b) Latent conflict
 (c) Felt conflict (d) Manifest conflict.
- (ii) Organisational Climate affects a person's
 (a) personality (b) attitude
 (c) character (d) perception.
- (iii) Argyris Immaturity to Maturity approach suggests
 (a) a continuum (b) discrete stages
 (c) overlapping stages (d) a single stage
- (iv) Perception is
 (a) not affected by sensation
 (b) only sensation
 (c) something more than sensation
 (d) not related to sensation.
- (v) An HR manager who interviews 25 men and 1 woman for a job would remember the lady first because of _____ principle of perceptual selectivity.
 (a) Stereotyping (b) Continuity
 (c) Closure (d) Contrast.
- (vi) The process by which outside stimuli is grouped into recognizable and identifiable patterns is
 (a) attitude (b) personality
 (c) conflict management (d) perceptual organization.

- (vii) Evaluation of a person is
 (a) affected by Halo effect
 (b) not affected by Halo effect
 (c) based on Halo effect
 (d) nothing to do with Halo effect.
- (viii) The stage of group development wherein members develop a close relationship is known as
 (a) Storming (b) Norming
 (c) Forming (d) Performing.
- (ix) A Line organisation would work in a
 (a) small organisation (b) big organisation
 (c) complex organisation (d) diverse organisation.
- (x) The work-related attitude which has a significant influence on the organization is
 (a) job satisfaction (b) job design
 (c) job specification (d) job analysis.

Group - B

2. (a) Define attitude. What are the characteristics of attitude?
 (b) What do you mean by personality? Explain the factors that determine the formation of our personality. **6 + 6 = 12**
3. (a) List out and explain the challenges in the domain of Organizational Behaviour.
 (b) Briefly discuss the elements of Id, Ego & superego in Psychoanalytic theory. **6 + 6 = 12**

Group - C

4. (a) Discuss briefly the two short-cuts used to judge others.
 (b) How does the characteristic of the perceiver has an influence on his / her perception? **6 + 6 = 12**
5. (a) Explain Herzberg's two-factor theory of motivation.
 (b) Bring out the common points between Maslow's need hierarchy and Alderfer's ERG theories of motivation. **6 + 6 = 12**

Group - D

6. (a) Bring out the 5-stage life cycle model of group development.
(b) Clearly state the advantages of group decision making over individual decision making process.

6 + 6 = 12

7. (a) What is Leadership and what are the various Leadership styles based on Blake and Mouton Managerial grid?
(b) What are the contingent factors that have an impact on leadership style as discussed by Fiedler?

6 + 6 = 12

Group - E

8. (a) Discuss Organisational Climate.
(b) What is meant by Organisational Politics and what are the factors that contribute to it?

6 + 6 = 12

9. (a) What is Johari Window and how it helps us to analyse and reduce interpersonal conflicts?
(b) Mention a few conflict resolution techniques.

6 + 6 = 12