

**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) Personality is a relatively _____ set of characteristics

(a) stable	(b) temporary
(c) undefined	(d) inexplicable.
 - (ii) The informational component of attitude is known as _____

(a) cognitive	(b) affective
(c) behavioural	(d) emotional.
 - (iii) The process through which outside information is received and interpreted is known as _____

(a) character	(b) behaviour
(c) perception	(d) attitude.
 - (iv) As per Herzberg's Two-factor theory, job related achievement is a _____

(a) dissatisfier	(b) motivator
(c) hygiene factor	(d) social need.
 - (v) Under autocratic leadership style, decision making is _____

(a) delegated	(b) centralized
(c) decentralized	(d) democratic.
 - (vi) Principle of Scalar Chain was initiated by

(a) Taylor	(b) Fayol
(c) Mayo	(d) Vroom.
 - (vii) Halo Effect is related to _____

(a) personality	(b) perception
(c) attitude	(d) organisational conflict.

- (viii) _____ is the primary characteristic of a group.

(a) Commonality of purpose	(b) Independence
(c) Diversity	(d) Randomness.
- (ix) _____ structure is the simplest type of organizational structure

(a) Matrix	(b) Line
(c) Line & staff	(d) Divisional.
- (x) The tendency to judge a person based on the group to which he belongs to, is called

(a) halo effect	(b) stereo typing
(c) contrast effect	(d) projection.

Group - B

2. (a) "The field of Organizational Behaviour has thrown up a lot of new challenges to the management". Discuss any three challenges OB has posed and the manager's responsibility regarding the same.

6 + 6 = 12
- (b) Briefly discuss the factors which determine the personality of an individual.

6 + 6 = 12
3. (a) What is attitude and what are its characteristics?

6 + 6 = 12
- (b) Briefly discuss the cognitive dissonance theory with a suitable example.

6 + 6 = 12

Group - C

4. (a) Compare and contrast Maslow's "Need Hierarchy theory" and Alderfer's "ERG theory" of motivation.

12
5. (a) Elaborate upon the process of perception. How does stereotyping affect perceptual accuracy?

6 + 6 = 12
- (b) Briefly discuss the factors related to the perceiver that influence his/her perception.

6 + 6 = 12

Group - D

6. (a) What are the stages of group development?

6 + 6 = 12
- (b) Explain the advantages and disadvantages of group decision making.

6 + 6 = 12

7. (a) Point out the important personal characteristics of a successful leader.
(b) Explain Fiedler's contingency theory of leadership.
- 6 + 6 = 12**

Group - E

8. (a) What are the differences between line structure and line & staff structure of an organization?
(b) How can organizational politics be managed?
- 6 + 6 = 12**
9. (a) What are the common sources of conflict in an organisation?
(b) Briefly discuss any three conflict resolution techniques.
- 6 + 6 = 12**