

**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) A person who is basically shy and has difficulty in communicating with others is _____
(a) an extrovert (b) an introvert
(c) less intelligent (d) practical.
- (ii) The _____ type of people have no hesitation in taking advantage of others in order to serve their goals.
(a) bureaucratic (b) authoritarian
(c) machiavellian (d) problem-solving.
- (iii) Which author based his motivational theory on certain basic managerial assumptions about human nature and classified them as Theory X and Theory Y?
(a) Victor Vroom (b) David McClelland's
(c) Abraham Maslow (d) Douglas McGregor.
- (iv) Personality is considered to be a set of characteristics that are _____
(a) dynamic (b) erratic (c) stable (d) inconsistent.
- (v) Group cohesiveness refers to _____
(a) conflict (b) closeness (c) politics (d) freedom.
- (vi) Role ambiguity in an organization usually leads to _____
(a) better remuneration
(b) improved communication
(c) group conflict
(d) higher motivation.

- (vii) Which of the following is FALSE?
- (a) Organizational behaviour does not include improving skills of employees
 - (b) Strategic planning is an example of non-programmed decision
 - (c) Span of control refers to the number of subordinates a manager can effectively supervise
 - (d) Organizational behaviour is a dynamic subject.
- (viii) The tendency of people to see their own traits in other people is known as _____
- (a) expectancy
 - (b) projection
 - (c) contrast
 - (d) continuity.
- (ix) _____ is concerned with people's thoughts, feelings, emotions and actions in a work setting.
- (a) Organizational Behaviour
 - (b) Sociology
 - (c) Industrial Psychology
 - (d) Anthropology.
- (x) In _____ leadership subordinates are consulted and their feedback taken into the decision making process.
- (a) autocratic
 - (b) draconian
 - (c) Laissez-faire
 - (d) democratic.

Group - B

2. (a) Attitude may be positive, negative or neutral. Discuss.
- (b) What are the differences between extrovert and introvert personalities?
6 + 6 = 12
3. (a) List out and explain any 6 challenges in the domain of Organizational Behaviour.
- (b) What is job satisfaction? What are the sources of job satisfaction?
6 + 6 = 12

Group - C

4. (a) Explain stereotyping and halo effect in the context of perception.
- (b) What do you mean by interpersonal conflict and intergroup conflict?
6 + 6 = 12

5. (a) What is meant by Perception and what is the process of Perception?
(b) Elaborate on the 3 important elements in Victor Vroom's expectancy model of motivation.

6 + 6 = 12

Group - D

6. (a) Discuss in detail Maslow's theory of motivation.
(b) What are the advantage and disadvantages of individual decision making?

6 + 6 = 12

7. (a) What do you understand by leadership style? Bring out the differences between an autocratic and a democratic leader.
(b) Mention any 6 personal characteristics that are usually common to most successful and effective leaders.

6 + 6 = 12

Group - E

8. (a) What are the stages of Group Development ?
(b) What are the benefits of a good organization?

6 + 6 = 12

9. Write short notes (any 3)
(i) Alderfer's ERG theory of motivation
(ii) Characteristics of an effective group
(iii) Difference between leadership and management
(iv) Reasons for organizational politics.

(4 × 3) = 12