

**ORGANISATIONAL 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) Halo Effect is related to
(a) perception (b) attitude (c) motivation (d) leadership.
 - (ii) Simplest type of organisational structure is
(a) matrix (b) line & staff (c) line (d) divisional.
 - (iii) Authority refers to
(a) the power to command and direct (b) the ability to change job design
(c) the need to order (d) the process to resolve conflict.
 - (iv) _____ leadership style involves team members in the decision making process.
(a) Autocratic (b) Participative (c) Delegative (d) Authoritative
 - (v) The stage of group development wherein group members become fully functional is known as
(a) forming (b) storming (c) norming (d) performing.
 - (vi) How many factors are there in Herzberg's Motivation Theory?
(a) Two (b) Three (c) Four (d) One.
 - (vii) Line organisation is suitable in
(a) small organisation (b) complex organisation
(c) large organisation (d) all types of organisation
 - (viii) Which one of the following is a conflict resolution technique?
(a) Face to face meeting (b) Staffing
(c) Recruitment (d) Interview.
 - (ix) Under autocratic style of leadership, decision making is
(a) delegated (b) decentralized
(c) centralized (d) external.

- (x) This is not a hierarchy in Maslow's theory of motivation
(a) Esteem (b) Physiological (c) Satisfaction (d) Safety.

Group- B

2. (a) Mention and briefly explain 5 challenges of Organisational Behaviour. [(CO4)(Understand/LOCQ)]
(b) Compare characteristics of Type A and Type B personality. [(CO2)(Analyze/IOCQ)]
(c) Define personality. [(CO4)(Remember/LOCQ)]
5 + 5 + 2 = 12
3. (a) Define attitude. [(CO4)(Remember/LOCQ)]
(b) What are the characteristics of attitude? [(CO4)(Understand/LOCQ)]
(c) What are the major contributing factors towards the development of personality? [(CO1)(Analyze/IOCQ)]
2 + 5 + 5 = 12

Group - C

4. (a) State the factors influencing perception. [(CO3)(Understand/LOCQ)]
(b) Explain Halo effect and stereotyping. [(CO3)(Understand/LOCQ)]
(c) Describe the process of perception. [(CO3)(Understand/LOCQ)]
4 + 4 + 4 = 12
5. (a) Compare and contrast Maslow's and Herzberg's theories of motivation. [(CO2)(Evaluate/HOCQ)]
(b) Explain Herzberg's two factor theory of motivation. [(CO2)(Understand/LOCQ)]
6 + 6 = 12

Group - D

6. (a) Discuss differences between Leaders and Managers. [(CO3)(Understand/LOCQ)]
(b) Mention leadership styles and explain any one style of leadership. [(CO3)(Understand/LOCQ)]
(c) What are the various leadership style based on Black and Mouton Managerial grid? [(CO3)(Analyze/IOCQ)]
4 + 4 + 4 = 12
7. (a) Explain the stages of group development with diagram. [(CO3)(Analyze/IOCQ)]
(b) Mention the disadvantages of group decision making. [(CO5)(Understand/LOCQ)]
7 + 5 = 12

Group - E

8. (a) Explain line structure and line and staff structure of organisation. [(C05)(Evaluate/HOCQ)]
 (b) Mention different factors influencing degree of politics. [(C05)(Analyse/IOCQ)]
6 + 6 = 12
9. (a) Narrate the factors that can lead to conflict. [(C05)(Evaluate/HOCQ)]
 (b) What are the techniques applied to resolve conflict in the organisation? [(C04)(Remember/LOCQ)]
 (c) Discuss the impact of conflict in organisation. [(C04)(Analyse/IOCQ)]
4 + 4 + 4 = 12

Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	30	43.33	26.67

Course Outcome (CO):

After the completion of the course students will be able to

1. To work in different types of organizations and adapt in delivering the desired behavior for the mutual benefit & success.
2. To implement best practices to create contributory work culture.
3. To avoid errors of perception and deal effectively with Conflict management.
4. To appreciate & learn suitable leadership techniques for developing strong team.
5. To design organizational structures according to industry specific needs.
6. Implement strategic communication channels for optimization of productivity.

*LOCQ: Lower Order Cognitive Question; IOCQ: Intermediate Order Cognitive Question; HOCQ: Higher Order Cognitive Question

