

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) Which of the following best describes the nature of the study of organizational behaviour?
 - (a) An art
 - (b) A science
 - (c) An art as well as science
 - (d) People.
- (ii) To study employees behaviour in any organization, which of the following should be the most important concern?
 - (a) The employees 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 of the following is most accurate concerning communication?
 - (a) Most communication is verbal
 - (b) Most communication is in the vertical direction
 - (c) Understanding is necessary for communication to take place
 - (d) Most communication is necessary.
- (iv) Which are the big five traits of personality?
 - (a) Extroversion, openness to experience, agreeableness, emotional stability, and consciousness
 - (b) Agreeableness, courage, openness to experience, friendliness and emotional stability
 - (c) Extroversion, agreeableness, emotional stability, friendliness and openness to experience
 - (d) Agreeableness, emotional stability, easygoing, friendliness and courage.

- (v) Motivation's two-factor theory is given by
 (a) Herzberg (b) Harrold Kelly
 (c) J. Stacy Adams (d) Douglas McGregor.
- (vi) Which of these personality theories gives recognition to the continuity of various personalities?
 (a) Trait (b) Humanistic
 (c) Integrative (d) None of the above.
- (vii) Which of the following statement is false?
 (a) Type A personality is quite easy going, relaxed abbot time pressure, less competitive and more philosophical in nature
 (b) The immediate family plays an important role in the early personality development
 (c) People with Machiavellian tendency have high self confidence
 (d) None of these.
- (viii) What is the primary meaning of the organization structure?
 (a) To lead designated position of spaces and departments in an organization
 (b) The politics created and implemented by the firm
 (c) The way different resources are disributed
 (d) The manner in which activities are controlled and performed in a simplified manner.
- (ix) Which is generally the least used channel of communication in an organization?
 (a) Horizontal channel (b) Diagonal channel
 (c) Upward channel (d) Downward channel.
- (x) According to Maslow, wants or needs are something that human beings desires, the needs and wants of human beings will lead to which of the following?
 (a) Motivation (b) Job (c) Behaviour (d) Attitude.

Fill in the blanks with the correct word

- (xi) The first step in making a decision is _____
- (xii) According to _____ , work is natural to most people and they enjoy the physical and mental effort involved in working
- (xiii) _____ type of motivation stems from feelings of achievement and accomplishment and is concerned with the state of self-actualization
- (xiv) _____ of an individual can change due to hard situations and external influence.
- (xv) _____ is the essential thing to understand the structure of the organization.

Group - B

2. (a) What do you understand by the concept of organizational behavior?
[[CO1](Understand)/LOCQ]]
- (b) Mention the benefits of organizational behaviour in developing a positive work culture and environment of a company.
[[CO2](Understand)/LOCQ]]

4 + 8 = 12

3. (a) Differentiate between introvert and extrovert personalities. Is one form of personality necessarily better than the other? Discuss the pros and cons of both types. [[CO2](Analyse/IOCQ)]
 (b) What are the SME of the organizational and work related factors that are necessary for job satisfaction? [[CO4](Remember/LOCQ)]
(3 + 1 + 2) + 6 = 12

Group - C

4. (a) Discuss the basic characteristics of motivation process. [[CO3](Analyse/HOCQ)]
 (b) Explain in brief Maslow's "needs hierarchy theory". [[CO4](Remember/LOCQ)]
6 + 6 = 12
5. (a) Briefly explain the stages of perceptual process. [[CO3](Analyse/HOCQ)]
 (b) Distinguish between: (i) Learning and Perception (ii) Motivation and Perception. [[CO4](Remember/HOCQ)]
6 + (3 + 3) = 12

Group - D

6. (a) Illustrate the steps in group decision-making process. [[CO5](Analyse/HOCQ)]
 (b) What are the advantages & disadvantages of group decision-making process? [[CO3](Remember/LOCQ)]
6 + 6 = 12
7. (a) State the factors that differentiates between "Leadership" and "Management". [[CO3](Analyse/IOCQ)]
 (b) Write short notes on (i) Trait Theory (ii) Path Goal Theory. [[CO4](Remember/LOCQ)]
4 + (4 + 4) = 12

Group - E

8. (a) Briefly distinguish between the terms "Organizational Behaviour" and "Organizational Culture". [[CO3](Analyse/HOCQ)]
 (b) Discuss the benefits of a good organization structure. [[CO4](Remember/LOCQ)]
6 + 6 = 12
9. (a) What is organizational development? [[CO6](Analyse/IOCQ)]
 (b) Discuss Lewins three step model of organizational change. [[CO6](Remember/IOCQ)]
 (c) Which is the appropriate method to deal with resistance to change? – Discuss. [[CO2](Apply/IOCQ)]
2 + 6 + 4 = 12

Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	45.83	22.92	31.25

Course Outcome (CO):

After the completion of the course students will be able to

- HMTS4225.1 Understand the basic concepts of Organizational Behavior and its applications in contemporary organizations.
- HMTS4225.2 Understand how individual, groups and structure have impacts on the organizational effectiveness and efficiency.
- HMTS4225.3 Appreciate the theories and models of organizations in the workplace.
- HMTS4225.4 Creatively and innovatively engage in solving organizational challenges.
- HMTS4225.5 Appreciate different cultures and diversity in the workplace.
- HMTS4225.6 Effectively manage and cope with changes, stress and power politics at workplace

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