2021

(3rd Semester)

COMMERCE

Paper No. : BC–302

(Organizational Behaviour)

Full Marks : 70 *Pass Marks* : 45%

Time : 3 hours

(PART : B—DESCRIPTIVE)

(*Marks* : 45)

The figures in the margin indicate full marks for the questions

1. *(a)* Define organizational behaviour. Explain the significance of organizational behaviour. 3+6=9

Or

(b) Explain the discipline contributing to organizational behaviour. 9

2. *(a)* Define personality. Explain the Freudian theory of personality. 2+7=9

(*Turn Over*)

Or

(b) What do you mean by perceptual selectivity? Explain the development of perceptual skills. 3+6=9

3. *(a)* Discuss in detail the impact of motivation in the attitudes of an individual. 9

Or

(b) What is transactional analysis? What are its main uses in organizational settings? 2+7=9

4. *(a)* Define change. Explain the factors influencing organizational change. 2+7=9

Or

(b) Explain the different measures of conflict management. 9

5. *(a)* Explain the concept of organizational development. Write the characteristics of organizational development. 2+7=9

Or

(b) Explain the different techniques of organizational development. 9

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(3rd Semester)

COMMERCE

Paper No.: BC–302

(Organizational Behaviour)

(PART : A—OBJECTIVE)

(*Marks* : 25)

The figures in the margin indicate full marks for the questions

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) A study of the culture and practices in different societies is called

(i) personality

(ii) anthropology

(iii) perception

(iv) attitudes [ ]

(b) The person recognized as the Father of Human Relations is

(i) William Gilbreth

(ii) Henry Fayol

(iii) F. W. Taylor

(iv) Elton Mayo [ ]

(c) Nowadays a lot of stress is being put on the ____ of the employee in the organization.

(i) character

(ii) improvement

(iii) behaviour

(iv) rewards [ ]

(d) Outgoing, talkative, social are parts of

(i) friendly

(ii) openness to experience

(iii) introversion

(iv) extroversion [ ]

(e) Experiments performed by Ivan Pavlov led to what theory?

(i) Classical conditioning

(ii) Operant conditioning

(iii) Social learning

(iv) Behaviour shaping [ ]

(f) Believes, attitudes, traditions and expectations which are shared by group members is called

(i) group norms

(ii) group communication

(iii) group cohesiveness

(iv) group structure [ ]

(g) Organizational behaviour can also be called

(i) for performance appraisal

(ii) for change of people

(iii) for teaching people how to solve the problem

(iv) All of the above [ ]

(h) Cultural interventions concentrate on

(i) traditions

(ii) precedents

(iii) practices

(iv) All of the above [ ]

(i) According to which theory employees love work as play on rest?

(i) X theory

(ii) Y theory

(iii) Z theory

(iv) None of the above [ ]

(j) The tendency of judging the person entirely on the basis of a single trait is known as

(i) stereotyping

(ii) halo effect

(iii) projection

(iv) perceptual defense [ ]

2. State whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark : 1×5=5

(a) Organization is not an end but a means to achieve an end.

(T / F)

(b) Perception is total reaction of the individual to the total situation.

(T / F)

(c) A Likert's scale is a psychometric scale commonly used in questionnaires.

(T / F)

(d) Forces for change are a recurring feature of students' life.

(T / F)

(e) Grid training was given by Peter F. Drucker.

(T / F)

3. Write on any *five* of the following : 2×5=10

(a) Organizational development

(b) Locus of control

(c) Line organization

(d) Halo effect

(e) Life script

(f) Resistance to change

(f) Resistance to change

(g) Functional conflicts

★★★