

**2 0 1 5**

( 3rd Semester )

**COMMERCE**

Paper No. : BC-302

**( Organisational 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 organisational behaviour as a field of study. Discuss various disciplines contributing to the study of organisational behaviour. 4+5=9

*Or*

- (b) Discuss the nature of challenges and opportunities that managers have to face in managing human. Show how the knowledge of organisational behaviour helps managers to overcome these challenges. 4+5=9

2. (a) Discuss various learning theories. 9

Or

- (b) Define personality. What are the personality traits which affect behaviour? 2+7=9

3. (a) What are various sources of attitude and belief? 9

Or

- (b) Explain ego states and life position.

4. (a) Discuss the aspects of conflict. 9

Or

- (b) What are the factors that lead to organisational change?

5. (a) Explain the concept of organisational development. Discuss process consultation and team building. 3+6=9

Or

- (b) What is grid organisational development? Discuss the phases/processes of grid organisational development. 3+6=9

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( 3rd Semester )

**COMMERCE**

Paper No. : BC-302

**( Organisational Behaviour )**

( PART : A—OBJECTIVE )

( Marks : 25 )

*The figures in the margin indicate full marks for the questions*

1. Tick (✓) the correct answer in the brackets provided :  
1×5=5

(a) Which of the following is a core discipline underlying organisational behaviour?

(i) Motivation ( )

(ii) Sociology ( )

(iii) Teamwork ( )

(iv) Leadership ( )

(b) Who in the following list has/have power in the organisation?

(i) Only executives ( )

(ii) Only management level ( )

(iii) Only workers ( )

(iv) Executives, management and workers ( )

(c) Which of the following is an example of an intrinsic motivation?

(i) A pay increase ( )

(ii) Promotion ( )

(iii) Satisfaction in a job done well ( )

(iv) Good working conditions ( )

(d) A transactional leader is one who

(i) inspires people and has strong interaction with them ( )

(ii) does deal with people in order to get them to do things the leader wants ( )

(iii) is the ideal form of leadership ( )

(iv) works for long-term goals of the organisation ( )

(e) Organisational behaviour is

(i) a discipline ( )

(ii) only theoretical ( )

(iii) a field of study ( )

(iv) positive science suggesting only cause and effect relationship ( )

2. Fill in the blanks :

1×5=5

(a) The term 'personality' has been derived from

Latin word .....

(b) Organisational development interventions are

also referred to as .....

or .....

(c) Dysfunctional conflict can result in

..... outcomes.

(d) The work of the famous Russian physiologist

..... demonstrated the classical conditioning process.

(e) Organisational behaviour is ..... in nature.

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

(a) Organisational behaviour is a discipline.

( T / F )

(b) Organisational performance is largely affected by the way individuals behave at work.

( T / F )

(c) Locus of control refers to controlling of money, machine and material by manpower.

( T / F )

(d) Job satisfaction leads to absenteeism.

( T / F )

(e) Transactional analysis provides a framework to understand an individual's interpersonal style.

( T / F )

( 6 )

4. Write short notes on the following :

2×5=10

(a) Study of Psychology



(b) Perception

(c) Stroking

*(d)* Conflict Management

*(e)* Grid Training

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