

2016

( 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.  
Explain the significance of organisational behaviour. 3+6

Or

- (b) Explain different models of organisational behaviour. 9

2. (a) Define perception. Explain different processes of perception. 2+7

( 2 )

Or

(b) What is meant by personality? Explain the theories of personality. 2+7

3. (a) Define transactional analysis. Explain different types of transactions. 2+7

Or

(b) Explain the benefits of transactional analysis. 9

4. (a) Define conflicts. Explain different types of conflicts. 2+7

Or

(b) Explain different measures of conflict management. 9

5. (a) What is meant by organisational development? Explain different processes in organisational development. 2+7

Or

(b) Explain the interventions or techniques of organisational development. 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) The psychological concepts relevant to organisational behaviour include

(i) power and politics ( )

(ii) attitude change ( )

(iii) personality ( )

(iv) group decision making ( )

(b) Perceptual throughout means receiving \_\_\_\_\_  
organising and interpreting.

(i) selecting ( )

(ii) smoothening ( )

(iii) motivating ( )

(iv) avoiding ( )

(c) Which is not a source of attitudes?

(i) Economic status ( )

(ii) Classical conditioning ( )

(iii) Family and peer group ( )

(iv) Motivation ( )

(d) Force field analysis theory was given by

(i) Sigmund Freud ( )

(ii) Kurt Lewin ( )

(iii) David McClelland ( )

(iv) A. H. Maslow ( )

(e) Organisation Development Programme is generally

(i) 0-3 years ( )

(ii) 3-5 years ( )

(iii) 5-8 years ( )

(iv) 6-10 years ( )

2. Fill in the blanks :

1×5=5

(a) ..... defines organisational behaviour as a field of study.

(b) Operant conditioning is defined as voluntary or learned behaviour that produces

.....

(c) The terms 'opinion' and 'belief' are used closely with

.....

(d) Conflict is .....

(e) ..... is the most important, widely accepted and applied OD intervention.

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

(a) Human factor is the very core of organisation existence.

( T / F )

(b) Social learning theory integrates the cognitive and operant approaches of learning.

( T / F )

(c) In psychology, grit is a negative trait.

( T / F )

(d) Action for change comprises of four stages.

( T / F )

(e) Grid organisation development was developed by Blake and Mouton.

( T / F )

( 6 )

4. Write short notes on the following :

2×5=10

(a) OB as an applied science



(b) Locus of control

(c) Components of attitude

(d) Resistance as a cost

(e) Sensitivity training

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