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(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) What is management? Explain the relationship between management and organizational behaviour. 2+7=9

Or

- (b) Explain the foundation of organizational behaviour. State the principles of human relations approach. 5+4=9

2. (a) Define learning. Explain operant learning theory. 2+7=9

Or

- (b) Explain how the personality attributes influence individual behaviour in the organization. 9

3. (a) Define attitude. Explain the sources of attitudes and beliefs. 2+7=9

Or

- (b) What are attitude reinforcement and attitude change? Explain any two theories of attitude change. 3+6=9

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

Or

- (b) State the different types of resistance to change. Explain the most popular and frequently used approaches to overcome resistance to change. 4+5=9

5. (a) Write any two definitions of organizational development. Explain the characteristics of organizational development. 4+5=9

Or

- (b) Explain process consultation and team building. 5+4=9

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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 : 1×5=5

(a) Organizational behaviour refers to

(i) behaviour of organization

(ii) behaviour of people in the organization

(iii) Both of the above

(iv) None of the above

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(b) Attitudes are

- (i) evaluative statements
- (ii) objective statements
- (iii) subjective statements
- (iv) None of the above ()

(c) A person's psychological script is a

- (i) life drama
- (ii) game plan
- (iii) Both of the above
- (iv) None of the above ()

(d) Conflict has considerable influence on

- (i) behaviour of employees
- (ii) performance of employees
- (iii) satisfaction of employees
- (iv) All of the above ()

(e) The organization cannot change the

(i) external environment

(ii) internal environment

(iii) Both of the above

(iv) None of the above

()

2. Fill in the blanks :

1×5=5

(a) Hawthorne studies were conducted in

.....

(b) Different people may perceive the same

environment

(c) Personality is one of the major
factors affecting the human behaviour.

(d) Values are one of the
of one's attitude.

(e) Conflict is a process.

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

(a) Organizational behaviour is a part of total management.

(T / F)

(b) Biographical characteristics are learned by individuals.

(T / F)

(c) Perception can be described as a person's view of reality.

(T / F)

(d) Personality is a very diverse psychological concept.

(T / F)

(e) A person is unable to move from one ego state to another.

(T / F)

4. Write short notes on the following :

2×5=10

(a) Perception

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-
-
-
-

-
-
-

-

(b) Ego States

(c) Transactional Analysis

(d) Functional Conflicts

(e) Stroking
