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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) Define organizational behaviour. Discuss the major disciplines contributing to organizational behaviour. 2+7=9

Or

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

2. (a) Discuss various theories of learning. 9

Or

- (b) What do you mean by development of perceptual skills? Discuss the measures for improving managerial perception. 2+7=9

3. (a) What is transactional analysis? Explain different types of transaction. 2+7=9

Or

- (b) Is it possible to change unfavourable attitudes of employees towards a more favourable direction? Discuss. 9

4. (a) What do you mean by organizational conflict? Discuss the nature of conflict in an organization. 2+7=9

Or

- (b) What are the factors due to which people resist change? How can resistance to change be overcome? 5+4=9

5. (a) What do you understand by organizational development? Discuss the steps or process in organizational development. 2+7=9

Or

- (b) Explain the survey feedback and grid organizational development. 5+4=9

2018

(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. Tick (✓) the correct answer in the brackets provided :

1×10=10

(a) The three broad categories of roles that a manager does in an organization is defined by

(i) Henry Fayol ()

(ii) Mary Parker ()

(iii) Henry Mintzberg ()

(iv) Peter Drucker ()

(b) Ivan Pavlov is associated with

(i) operant conditioning ()

(ii) cognitive learning theory ()

(iii) classical conditioning ()

(iv) social learning theory ()

(c) Which of the following is not a determinant of personality?

- (i) Heredity ()
- (ii) Satisfaction ()
- (iii) Situation ()
- (iv) Environment ()

(d) Domino effect means

- (i) an external reason for change ()
- (ii) one change triggering off a series of related changes ()
- (iii) one change not leading to other change ()
- (iv) None of the above ()

(e) Focus on participation and involvement of employee in managerial decision-making process is known as

- (i) autocratic model ()
- (ii) custodial model ()
- (iii) supportive model ()
- (iv) collegial model ()

(f) Organizational behaviour is concerned with the understanding, prediction and control of human behaviour in organization. This was stated by

- (i) Roman J. Aldag ()
- (ii) Fred Luthans ()
- (iii) Joe Kelly ()
- (iv) Richard Cantillion ()

(g) _____ learning refers to formation of attitudes by observing behaviour of others and consequences of that behaviour.

- (i) Vicarious ()
- (ii) Mental set ()
- (iii) Environment ()
- (iv) Family and peer group ()

(h) Interpersonal conflict means

- (i) vertical conflict ()
- (ii) horizontal conflict ()
- (iii) Both of the above ()
- (iv) None of the above ()

(i) Which is not a theory of personality?

- (i) Psychoanalytic theory ()
- (ii) Trait theory ()
- (iii) Self theory ()
- (iv) Social learning theory ()

(j) Sensitivity training concept was coined by

- (i) Blake and Mouton ()
- (ii) Fred Luthans ()
- (iii) Kurt Lewin ()
- (iv) Kohler ()

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

(a) The core existence of an organization does not comprise of human factors.

(T / F)

(b) Locus of control refers to one's belief that what happens is either within or beyond one's control.

(T / F)

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

(T / F)

(d) Motivation consists of incentives only.

(T / F)

(e) Organizational development is a strategy of planned change for organizational improvement.

(T / F)

3. Write short notes on the following :

2×5=10

(a) Individual behaviour

(b) Reinforcement

(c) Bureaucratic personality

(d) Attitudes

(e) Conflict
