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**OB/BC-302**

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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 organizational behaviour?  
Explain the foundation of organizational  
behaviour. 2+7=9

Or

- (b) What is human relations approach?  
Explain the principles of human  
relations approach. 2+7=9

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2. (a) Explain the factors that influence individual behaviour. 9

Or

- (b) Define learning. Discuss the theories of learning. 2+7=9

3. (a) Define attitude change. Discuss the barriers of attitude change. 2+7=9

Or

- (b) Explain the benefits and limitation of transactional analysis. 9

4. (a) What is conflict? Discuss the different types of conflicts. 2+7=9

Or

- (b) Explain in detail the measures in overcoming resistance to change. 9

5. (a) Explain the process of organizational development. 9

Or

- (b) What is organizational intervention? Elaborate the different types of organizational interventions. 2+7=9

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**2 0 2 2**

( 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) There are \_\_\_\_\_ models in OB.

(i) 4

(ii) 5

(iii) 6

(iv) 7

[       ]

(b) Which of the following is not an approach to OB?

(i) Contingency approach

(ii) Systems approach

(iii) Pure science approach

(iv) Productivity approach

(c) There are \_\_\_\_\_ types of retention.

(i) two

(ii) three

(iii) four

(iv) five

(d) Selection is the \_\_\_\_\_ stage of perception

(i) first

(ii) second

(iii) third

(iv) fourth

(e) Who is the pioneer of the concept of transactional analysis?

(i) Elton Mayo

(ii) Dr. Eric Berne

(iii) Ivan Pavlov

(iv) Carl Rogers

[      ]

(f) The term 'ego states' was first coined by

(i) B. F. Skinner

(ii) A. H. Maslow

(iii) Paul Ferden

(iv) Fred Luthans

[      ]

(g) Conflict has considerable influence on

(i) behaviour of employees

(ii) performance of employees

(iii) satisfaction of employees

(iv) All of the above

(h) To bring about desired change in organization, the change agent must

(i) external change

(ii) internal change

(iii) Both (i) and (ii)

(iv) None of the above

(i) Organizational Development Programme is generally of

(i) 1-2 years

(ii) 2-3 years

(iii) 3-5 years

(iv) 5-8 years [ ]

(j) \_\_\_\_\_ is the most important, widely accepted and applied OD intervention.

(i) Grid organizational development

(ii) Survey feedback

(iii) Sensitivity training

(iv) Team building [ ]

2. State whether the following statements are *True* or *False (F)* by putting a Tick (✓) mark

(a) Organizational behaviour does not help goodwill of the organization.

(b) Stimulus is an enabling or disabling factor or not to act within an individual.

(c) The concept of life positions was developed by Thomas Harris.

(d) Interpersonal conflict consists of vertical only.

(e) OD is situational and contingency oriented.



( 7 )

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

(a) OB as normative science

(b) Perception

(c) Life scripts

(d) Grid organizational development

(e) Forces of change

(f) Personality

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