

Date Stamp .....

**OB/BC-302**

**2023**

( Old Course )

( 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) Explain the relationship between management and organizational behaviour. 9

Or

- (b) Discuss the concept and objectives of organizational behaviour. 9

**led in by the  
ndidate**

Com / BBA / BCA  
er End Term  
**2023**

E

ature of  
gulator(s)

**/77**

( 2 )

2. (a) Define personality. State the factors determining personality. 2+7=9

Or

- (b) What is perception? Explain the barriers to perceptual accuracy. 2+7=9

3. (a) Discuss the various sources of attitude. 9

Or

- (b) What is transactional analysis? Explain the ego states in transactional analysis. 2+7=9

4. (a) Explain the different conflict management techniques. 9

Or

- (b) Define change. Explain the forces of change. 2+7=9

5. (a) Explain the various techniques of organizational development 9

Or

- (b) What are organizational interventions? State the characteristics of organizational interventions 2+7=9

\*\*\*

**2 0 2 3**

( Old Course )  
( 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. Put a Tick (✓) mark against the correct answer in the bracket provided : 1×10=10

(a) Organizational behaviour refers to the

- (i) behaviour of organization (    )
- (ii) behaviour of people in an organization (    )
- (iii) behaviour of managers in an organization (    )
- (iv) None of the above (    )

( 2 )

(b) The human relation approach of organizational behaviour was developed by

- (i) Peter Drucker ( )
- (ii) Tolman and Kohler ( )
- (iii) Elton Mayo ( )
- (iv) Max Weber ( )

(c) People's behaviour is based on the perception of

- (i) what reality itself ought to be ( )
- (ii) reality itself ( )
- (iii) one's own perception ( )
- (iv) None of the above ( )

(d) Domino effect means

- (i) one change not leading to other change ( )
- (ii) one change triggering of a series of related change ( )
- (iii) no change at all ( )
- (iv) None of the above ( )

(e) Introversion and extroversion are associated with

- (i) interpersonal behaviour of an individual ( )
- (ii) personal nature of an individual ( )
- (iii) personality of an individual ( )
- (iv) None of the above ( )

( 3 )

(f) Attitudes are

- (i) subjective statements ( )
- (ii) objective statements ( )
- (iii) evaluative statements ( )
- (iv) All of the above ( )

(g) Interpersonal conflict means

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

(h) The organization cannot change the

- (i) external environment ( )
- (ii) internal environment ( )
- (iii) both (i) and (ii) ( )
- (iv) None of the above ( )

(i) There are \_\_\_\_\_ techniques of organizational development.

- (i) four ( )
- (ii) five ( )
- (iii) six ( )
- (iv) seven ( )

( 4 )

(j) Follow-up action is under \_\_\_\_\_ technique of organizational development.

(i) sensitivity training ( )

(ii) grid organizational development ( )

(iii) survey feedback ( )

(iv) team building ( )

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

(a) There are six models in OB.

( 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) Personality has both internal and external elements.

( T / F )

(d) Family does not influence on the initial core of attitudes held by an individual.

( T / F )

(e) OD increases employees level of satisfaction and commitment.

( T / F )

( 5 )

3. Write short notes on the following :

2×5=10

(a) Individual difference

( 6 )

(b) Contingency approach

OB/BC-302/77



( 7 )

(c) Grid organizational development

( 8 )

(d) Classical conditioning and attitude

OB/BC-302/77

( 9 )

(e) Conflict in organization

★ ★ ★

OB/BC-302/77

24L-300