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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.
Explain the significance of
organizational behaviour. 3+6=9

Or

- (b) Explain the discipline contributing to
organizational behaviour. 9

2. (a) Define personality. Explain the
Freudian theory of personality. 2+7=9

Or

- (b) What do you mean by perceptual selectivity? Explain the development of perceptual skills. 3+6=9

3. (a) Discuss in detail the impact of motivation in the attitudes of an individual. 9

Or

- (b) What is transactional analysis? What are its main uses in organizational settings? 2+7=9

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

Or

- (b) Explain the different measures of conflict management. 9

5. (a) Explain the concept of organizational development. Write the characteristics of organizational development. 2+7=9

Or

- (b) Explain the different techniques of organizational development. 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 : 1×10=10
- (a) A study of the culture and practices in different societies is called
- (i) personality
 - (ii) anthropology
 - (iii) perception
 - (iv) attitudes
- (b) The person recognized as the Father of Human Relations is
- (i) William Gilbreth
 - (ii) Henry Fayol
 - (iii) F. W. Taylor
 - (iv) Elton Mayo

- (c) Nowadays a lot of stress is being put on the _____ of the employee in the organization.
- (i) character
 - (ii) improvement
 - (iii) behaviour
 - (iv) rewards
- (d) Outgoing, talkative, social are parts of _____
- (i) friendly
 - (ii) openness to experience
 - (iii) introversion
 - (iv) extroversion
- (e) Experiments performed by Ivan Pavlov led to what theory?
- (i) Classical conditioning
 - (ii) Operant conditioning
 - (iii) Social learning
 - (iv) Behaviour shaping
- (f) Believes, attitudes, traditions and expectations which are shared by group members is called _____
- (i) group norms
 - (ii) group communication
 - (iii) group cohesiveness
 - (iv) group structure

(g) Organizational behaviour can also be called

- (i) for performance appraisal
- (ii) for change of people
- (iii) for teaching people how to solve the problem
- (iv) All of the above []

(h) Cultural interventions concentrate on

- (i) traditions
- (ii) precedents
- (iii) practices
- (iv) All of the above []

(i) According to which theory employees love work as play on rest?

- (i) X theory
- (ii) Y theory
- (iii) Z theory
- (iv) None of the above []

(j) The tendency of judging the person entirely on the basis of a single trait is known as

- (i) stereotyping
- (ii) halo effect
- (iii) projection
- (iv) perceptual defense []

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

(a) Organization is not an end but a means to achieve an end.

(T / F)

(b) Perception is total reaction of the individual to the total situation.

(T / F)

(c) A Likert's scale is a psychometric scale commonly used in questionnaires.

(T / F)

(d) Forces for change are a recurring feature of students' life.

(T / F)

(e) Grid training was given by Peter F. Drucker.

(T / F)

3. Write on any *five* of the following : $2 \times 5 = 10$

(a) Organizational development

(b) Locus of control

(c) Line organization

(d) Halo effect

(e) Life script

Resistance to change

(f) Resistance to change

(g) Functional conflicts

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