



OB/BC-302

2022

(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

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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(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 the organization, the change agent must perform

(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 (T)* or *False (F)* by putting a Tick (✓) mark : 1×5=5

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

(T / F)

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

(T / F)

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

(T / F)

(d) Interpersonal conflict consists of vertical conflict only.

(T / F)

(e) OD is situational and contingency oriented.

(T / F)

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

(a) OB as normative science

(b) Perception

(c) Life scripts

(d) Grid organizational development

(11)

(e) Forces of change

(12)

(f) Personality
