

**CS/B.TECH/CE/EE/CSE/IT/ECE/EIE/EEE/ICE/CHE/BME/
FT/CT/LT/TT/APM/EVEN/SEM-8/HU-801A/2015-16**



**MAULANA ABUL KALAM AZAD UNIVERSITY OF
TECHNOLOGY, WEST BENGAL**

Paper Code : HU-801A

ORGANISATIONAL BEHAVIOUR

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any ten of the following : 10 × 1 = 10
 - i) What is the first stage of conflict process ?
 - a) Felt conflict b) Perceive conflict
 - c) Latent conflict d) Manifest conflict.
 - ii) The first step in making a decision is
 - a) developing alternatives
 - b) identifying the decision criteria
 - c) defining the problem
 - d) allocating weights to the criteria.
 - iii) N Ach Theory was given by
 - a) VROOM b) McLelland
 - c) Alderfer d) Maslow.

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[Turn over

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- iv) Which among the following is a characteristic of a weak culture ?
 - a) Decreased cohesiveness
 - b) Positive Attitudes
 - c) Lower Absenteeism
 - d) Reduced Turnover.
- v) The personality type of people who believe that they are the masters of their destiny is
 - a) Bureaucratic personality
 - b) Internal locus of control
 - c) External locus of control
 - d) Sensation-feeling style.
- vi) refers to the tendency of judging a person entirely on the basis of a single trait that may be favourable or unfavourable.
 - a) Stereotyping
 - b) Halo effect
 - c) Pygmalion effect
 - d) Perpetual defense.
- vii) Force = Valence × Expectancy developed by
 - a) Victor Vroom b) Herzberg
 - c) Maslow d) Alderfer.
- viii) Which of the following represents the last stage of communication process ?
 - a) Decoding b) Encoding
 - c) Feedback d) Filtering.

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- ix) The Managerial Grid has been developed by
a) George Graen b) Ralph Stogdill
c) Blake and Moutan d) Fielder.
- x) Which of the following is not a third party negotiator ?
a) Mentor b) Mediator
c) Conciliator d) Arbitrator.
- xi) Which of these factors form the basis of conflicts ?
a) Perception b) Opposition
c) Incompatibility d) All of these.
- xii) Which of the following helps in raising the individual perceptions of low level of self esteems ?
a) Situation b) Empowerment
c) Job enrichment d) Reinforcement.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following $3 \times 5 = 15$

2. Explain the difference between leadership and management. What behaviour in an individual distinguishes between a leader and a manager ?
3. Discuss in brief the conflict management styles.
4. Contrast classical conditioning, operant conditioning and social learning.
5. Discuss how an understanding of attitudes is useful for the study of organisational behaviour.
6. Write in brief about McGregor's Theory X and Theory Y.

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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. What is the need for communication in effective management practice ? Explain the process of communication. What are the barriers to communication ?
 $2 + 6 + 7$
8. Explain the stages of group formation using a diagram. What are the requisites of an effective group ?
 $9 + 6$
9. Discuss the comparative features of Maslow & Herzbergs Theory of motivation. Explain both the theories in detail.
15
10. With a neat diagram explain the Managerial Grid and the 9-9 element in critically. Illustrate two contingency theories of leadership.
 $7 + 8$
11. What is organisational culture ? Distinguish between organisational culture & climate.
"Cultures develop due to external adaptation & internal integration." — Discuss.
15
12. Write short notes on any *three* of the following : 3×5
a) Factors influencing perception
b) Introvert & Extrovert personality
c) Advantages of group decision making
d) Stereotyping & Halo effect
e) Positive & Negative reinforcement.