

CS/B.Tech/CE/EE/CSE/IT/ECE/AEIE/EEE/ICE/CHE/BME/FT/CT/
LT/APM/Even/8th Sem/HU-801A/2014

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. 3x15=45

7. Define communication. Explain the communication process. What are barriers to effective communication?
(2+7+6)
8. (a) Define leadership. What are the qualities of a good leader?
(b) "A leader is developed and not born". Do you agree with this? Explain.
(c) How will you distinguish leaders from managers?
(5+5+5)
9. What is conflict management? How can organizations implement it? Enumerate possible ways to managing behavioural conflict
(4+5+6)
10. (a) What do you mean by organizational climate? How does it differ from organizational culture?
(b) "A well planned organizational structure results in better uses of resources". Explain.
(4+4)+7
11. What do you mean by organizational politics? What are the five major factors that influence the political orientation of organizations? What are some of the political tactics that are ethically questionable?
(3+6+6)
12. Define Learning. Discuss the significance of
 - a) association,
 - b) reinforcement and
 - c) observation in the Learning process.
 (3+12)



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2014

Organizational Behaviour

Time Alloted : 3 Hours

Full Marks : 70

*The figure 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:
10x1=10
 - i) "_____ are social inventions for accomplishing goals through group efforts".

a) Management	b) Organization
c) Leadership	d) Behaviour
 - ii) A study of human behaviour in organizational setting is

a) Individual behaviour
b) Group behaviour
c) Organizational behaviour
d) None of these
 - iii) Organizational behaviour is

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- a) An interdisciplinary approach
 - b) A humanistic approach
 - c) Total system approach
 - d) All of these
- iv) Organizational behaviour is not a/an
- a) A separate field of study
 - b) Applied science
 - c) Normative science
 - d) Pessimistic approach
- v) _____ is a relatively permanent change in behaviour that occurs as a result of experience
- a) Behaviour modification
 - b) Learning
 - c) Motivation
 - d) Skills
- vi) Thematic Apperception Test (TAI) is designed to understand
- a) Perception of individual
 - b) Personality of individual
 - c) Learning of individual
 - d) None of these
- vii) Which of the following is/are used to solve intergroup conflicts indirectly
- a) Avoidance
 - b) Encouragement
 - c) Bargaining
 - d) All of these
- viii) Behaviour, power and conflict are central area of study for _____
- a) Sociologist
 - b) Anthropologist
 - c) Social psychologist
 - d) Operation analysis

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- ix) When a bank robber points a gun at a bank employee, his base of power is
- a) Coercive
 - b) Punitive
 - c) Positional
 - d) Authoritative
- x) What do we call it when we judge someone on the basis of our perception?
- a) Stereotyping
 - b) Categorizing
 - c) Halo effect
 - d) Prototyping
- xi) Which of the following is an experimental force that shapes personality?
- a) Gender
 - b) Height
 - c) Experience
 - d) Brain size
- xii) In which stage of the conflict process does conflict become visible?
- a) Illuminous
 - b) Intentions
 - c) Behaviour
 - d) Cognition

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. 3x5=15

2. What are the five main stages of Group development?
3. What are the six steps of collaborative decision making?
4. What is the difference between Hearing and Listening?
5. Define extroversion and introversion.
6. Explain briefly the process of perception through an input-output model.