

CS/BBA(N)/EVEN/SEM-2/BBAN-203(N)/2018-19



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

Paper Code : BBAN-203 (N)

ORGANIZATIONAL 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) Who propounded the Need's Theory ?

- a) Frederick Herzberg
- b) Vroom
- c) Abraham Harold Maslow
- d) None of them.

✓ ii) Classical conditioning is based on the work of which person ?

- a) Bowlby
- b) Freud
- c) Pavlov
- d) Bandura.

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✓ iii) What do 'E', 'R' and 'G' stand for in the ERG theory ?

- a) Export, Risk and Guarantee
- b) Exponential, Reliability and Growth
- c) Existence, Relatedness and Growth
- d) None of these.

✓ iv) OB focuses at 3 levels

- a) Individuals, Organisation, Society
- b) Society, Organisation, Nation
- c) Employee, Employer, Management
- d) Individual, Group, Organisation.

✓ v) The big five model of personality contains which of the following dimensions ? <http://www.makaut.com>

- a) Openness, narcissism, psychoticism, conscientiousness, extraversion
- b) Psychoticism, neuroticism, extraversion, openness, agreeableness
- c) Conscientiousness, agreeableness, neuroticism, openness, extraversion
- d) Openness, conscientiousness, extraversion, agreeableness, narcissism.

✓ vi) Which of the following are the basic sources of stress ?

- a) The Environment
- b) Social Stressors
- c) Thoughts
- d) All of these.

✓ vii) The leadership style is an expression of the leader's trust in the abilities of his subordinates.

- a) Participative
- b) Delegative
- c) Authoritarian
- d) all of these.

- viii) Work attitudes can be reflected in an organization through
- a) Job satisfaction
 - b) Organizational commitment
 - c) Both (a) and (b)
 - d) None of these.
- ix) The teams are concerned with rotating tasks and assignments amongst its members.
- a) self-managed
 - b) self styled
 - c) self motivated
 - d) self concerned.
- x) To be efficient every manager must try to
- a) understand human behaviour
 - b) predict human behaviour
 - c) control human behaviour
 - d) all of these.
- xi) The two factor theory is based on which factors ?
- a) Hygiene and motivation
 - b) Safety and self-esteem
 - c) Self-actualisation and status quotient
 - d) None of these.
- xii) What is positive reinforcement ?
- a) Any consequence where something unpleasant is taken away
 - b) Any consequence where something pleasurable is added
 - c) Punishment which increases the likelihood that a behaviour will be repeated
 - d) A classical conditioning technique.

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GROUP - B

(Short Answer Type Questions)

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

- ✓ 2. What do you mean by leadership ?
3. Explain the big five model of personality.
4. What is cognitive dissonance ? How is it related to attitude ?
- ✓ 5. Define stress. What are the sources of stress ?
- ✓ 6. Describe Maslow's theory of Hierarchy of needs.

GROUP - C

(Long Answer Type Questions)

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

- ✓ 7. Define attitude. How are attitudes formed ? What are various components of attitude ?
8. Write in brief about Fayol's 14 principles of management.
9. Explain 'Managerial Grid' with the help of diagram.
- ✓ 10. Explain the concept of group. Why do people join group ? What are various stages of group formation ?
- ✓ 11. Write short notes on the following : 3×5
 - a) DISC
 - b) Reinforcement in case of learning
 - c) ERG theory of Motivation.