

2017

(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 management? Explain the relationship between management and organizational behaviour. 2+7=9

Or

- (b) Explain the foundation of organizational behaviour. State the principles of human relations approach. 5+4=9

2. (a) Define learning. Explain operant learning theory. 2+7=9

Or

- (b) Explain how the personality attributes influence individual behaviour in the organization. 9

3. (a) Define attitude. Explain the sources of attitudes and beliefs. 2+7=9

Or

- (b) What are attitude reinforcement and attitude change? Explain any two theories of attitude change. 3+6=9

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

Or

- (b) State the different types of resistance to change. Explain the most popular and frequently used approaches to overcome resistance to change. 4+5=9

5. (a) Write any two definitions of organizational development. Explain the characteristics of organizational development. 4+5=9

Or

- (b) Explain process consultation and team building. 5+4=9

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(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 : 1×5=5

(a) Organizational behaviour refers to

(i) behaviour of organization

(ii) behaviour of people in the organization

(iii) Both of the above

(iv) None of the above

()

(b) Attitudes are

- (i) evaluative statements
- (ii) objective statements
- (iii) subjective statements
- (iv) None of the above ()

(c) A person's psychological script is a

- (i) life drama
- (ii) game plan
- (iii) Both of the above
- (iv) None of the above ()

(d) Conflict has considerable influence on

- (i) behaviour of employees
- (ii) performance of employees
- (iii) satisfaction of employees
- (iv) All of the above ()

- (e) The organization cannot change the
- (i) external environment
 - (ii) internal environment
 - (iii) Both of the above
 - (iv) None of the above
- ()

2. Fill in the blanks :

1×5=5

- (a) Hawthorne studies were conducted in
- (b) Different people may perceive the same environment
- (c) Personality is one of the major factors affecting the human behaviour.
- (d) Values are one of the of one's attitude.
- (e) Conflict is a process.

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

(a) Organizational behaviour is a part of total management.

(T / F)

(b) Biographical characteristics are learned by individuals.

(T / F)

(c) Perception can be described as a person's view of reality.

(T / F)

(d) Personality is a very diverse psychological concept.

(T / F)

(e) A person is unable to move from one ego state to another.

(T / F)

(5)

4. Write short notes on the following : $2 \times 5 = 10$

(a) Perception

(b) Ego States

(7)

(c) Transactional Analysis

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(d) Functional Conflicts

(9)

(e) Stroking

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