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Total Number of Pages: 01

B.Tech.  
HSSM3205

3<sup>rd</sup> Semester Back Examination 2017-18

Organizational Behavior

BRANCH(S): AUTO, CIVIL, CSE, ECE, EEE, EIE, ELECTRICAL, ETC, FASHION, MECH,  
METTA, MINING

Time: 3 Hours

Max marks: 70

Q.CODE: B1047

Answer Question No.1 which is compulsory and any five from the rest.  
The figures in the right hand margin indicate marks.

**Q1 Answer the following questions: (2 x 10)**

- Write the factors responsible for conflict?
- Define Perception.
- Write the Need hierarchy theory with diagram?
- What do you mean by organizational effectiveness?
- How do you differentiate a group to a team?
- What are on-the-job Training methods?
- What are the hygiene factors described in the motivation theory?
- Write down the advantages of MBO.
- What is perceptual bias?
- What do you mean by Planned Change?

**Q2 Why change is a necessary evil? Write its role and significance in organizations for development. (3+7)**

**Q3**

- Fringe benefits (5)
- Trait Theory (5)

**Q4 What is the importance of communication? How communication is used as a tool for the improvement of interpersonal effectiveness? Explain. (10)**

**Q5**

- Write few trends in the international businesses. (5)
- Write down the different types of groups you know about. (5)

**Q6**

- Role of organizational culture in attaining organizational effectiveness (5)
- Process of conflict resolution (5)

**Q7 Performance Appraisal is an indicator of the outcome of employees. Elucidate by mentioning the types and their benefits. (2+8)**

**Q8 Writes short notes on (Any TWO) : (5 x 2)**

- Group Cohesiveness
- Determinants of Personality
- Orientation and its benefits
- Communication Barriers