

Registration No. :

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Total number of printed pages – 2

B. Tech
HSSM 4202

Third Semester (Special) Examination – 2013

ORGANISATIONAL BEHAVIOUR

QUESTION CODE : D 189

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 which is compulsory and any **five** from the rest.

The figures in the right-hand margin indicate marks.

1. Answer the following questions : 2×10
- (a) What do you mean by organizational behavior ?
 - (b) Explain interpersonal conflict.
 - (c) Define perception.
 - (d) What are the forms of organizational communications ?
 - (e) What is group conflict ?
 - (f) What is emotional intelligence ?
 - (g) Explain group norms.
 - (h) Define reinforcement.
 - (i) Differentiate between leaders and managers.
 - (j) List various types of leadership styles.
2. Compare and contrast Maslow theory with that of Herzberg theory of motivation.



3. Explain scope of organizational behavior in current management scenario. 10
4. What is performance appraisal ? In your opinion how would you achieve an effective performance appraisal. 10
5. What is Group dynamics ? How it is important in understanding organizational behavior ? 10
6. Define stress. Explain causes of stress. How can stress be avoided ? 10
7. What is personality ? What are its determinants ? 10
8. Explain the concept of Learning ? Discuss Classical Conditioning theory in detail. 10

