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Total number of printed pages – 2

B. Tech  
HSSM 3205

Third Semester Examination – 2013

ORGANISATIONAL BEHAVIOUR

BRANCH : TEXTILE, BIOMED, FAT, AUTO, MME, MINING, ENV, CSE, IT, MECH,  
MINERAL, MARINE, EIE, FASHION, CIVIL, AEIE, IEE, ICE, CHEM, PLASTIC,  
BIOTECH, ELECTRICAL, EEE, ETC, EC, MM

QUESTION CODE : C-508

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 : 2x10
- What do you understand by organizational behavior?
  - Point out major differences between personality and perception.
  - What is halo effect ?
  - What are the forms of organizational communications ?
  - What are the sources of power ?
  - What is emotional intelligence ?
  - What is organizational culture ? How it affects the behavior of the people ?
  - What are the barriers to effective communication? How to overcome those barriers ?
  - Suggest strategies to resolve inter-group conflicts.
  - Differentiate between value and attitude.
2. Compare the Maslow's theory with ERG theory of Motivation. 10

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3. State the consequences of stress and method of managing the stress. 10
4. Why do people resist change ? As a manager how would you overcome such resistance ? 10
5. Define a group. What are the different stages of group development ? 10
6. How does the study of personality help in understanding organizational behavior ? Comment on the humanistic approach to personality. 10
7. Define learning. Describe the classical conditioning method of learning. How does it differ from operant conditioning ? 10
8. Do you agree that high group cohesiveness leads to higher group productivity ? Explain. 10

