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Total number of printed pages – 4

B. Tech.
HSSM 4202/HSSM 3205(N/O)

Third Semester Examination – 2010

ORGANIZATIONAL BEHAVIOUR (New and Old Course)

Full Marks – 70

Time : 3 Hours

(Students are required to give their answer any one Course according to the Syllabus)

(NEW COURSE)

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

The figures in the right-hand margin indicate marks.

1. Answer all questions that follow: 2×10
- (a) How does learning occur?
 - (b) What is personality?
 - (c) What is the importance of perception in OB?
 - (d) Explain the Two factor theory of Herzberg?
 - (e) What are the barriers of communication?
 - (f) Discuss the nature of conflict.
 - (g) What are the prerequisite of an effective leader?
 - (h) What do you understand by Transaction Analysis?

- (i) What is Organization Culture?
- (j) Explain the importance of Human Resource Management in Organizations.
2. What is OB ? Discuss the importance of organization behaviour in organizations. 10
3. What is motivation ? Explain the need hierarchy theory in detail. 10
4. What is conflict ? Discuss the techniques used in conflict resolution. 10
5. Are Managers Leaders ? Express your views and explain the theories of leadership. 10
6. What do you mean by organizational change ? Discuss the importance of change in an organization. 10
7. What is group cohesiveness ? Discuss the factors influencing group cohesiveness. 10
8. What is Human Resource Management ? What are its relevance in selection, training and performance appraisal in an organizational set up? 10

(OLD COURSE)

*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) Why should one study Organizational Behaviour ?
 - (b) Define learning.
 - (c) What is positive reinforcement?
 - (d) What are the characteristics of Type A personality ?
 - (e) Define Team.
 - (f) What is perception ?
 - (g) Differentiate the approaches to motivation by Maslow and Herzberg.
 - (h) Explain legitimate power of a leader.
 - (i) Explain the different types of transactions.
 - (j) What do you mean by Organisational Effectiveness ?

2. Discuss the challenges faced by management. 10

3. Define personality. What are the determinants of personality? 10

4. Explain Maslow's Need Hierarchy Theory of Motivation. Is it different from ERG Theory of Motivation? Explain. 10

5. Discuss the five constraints of group decision making. 10

6. Differentiate between the leader with that of a manager. Explain managerial Grid theory of leadership. 10

7. Briefly describe the Net-Work of communication. Discuss the barriers to communication. 10
8. What are the factors responsible for organizational change? How resistance to change can be managed? 10

