

2020

(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 relationships 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) What do you mean by organizational conflict? Discuss the nature of conflict in an organization. 2+7=9

Or

- (b) What are the factors due to which people resist change? How can resistance to change be overcome? 5+4=9

(3)

5. (a) What is meant by organizational development? Explain different processes in organizational development. 2+7=9

Or

- (b) Explain the methods of 'survey feedback' and 'grid organizational development'. 5+4=9
