

Subject Code : OB/BC-302

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To be filled in by the Candidate

BA / BSc / BCom / BBA / BCA
3rd Semester End Term
Examination, **2020**

Subject

Paper

INSTRUCTIONS TO CANDIDATES

1. The Booklet No. of this script should be quoted in the answer script meant for descriptive type questions and vice versa.
2. This paper should be **ANSWERED FIRST** and submitted within 1 (one) Hour of the commencement of the Examination.
3. While answering the questions of this booklet, any cutting, erasing, overwriting or furnishing more than one answer is prohibited. Any rough work, if required, should be done only on the main Answer Book. Instructions given in each question should be followed for answering that question only.

Signature of
Scrutiniser(s)

Signature of
Examiner(s)

Signature of
Invigilator(s)

Booklet No. A

Date Stamp

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Roll No.
Regn. No.
Subject

Paper

DESCRIPTIVE TYPE

Booklet No. B

/78

2 0 2 0

(3rd Semester)

COMMERCE

Paper No. : BC-302

(Organizational Behaviour)

(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) Human factor is not merely an instrument in the organization but ____ of organizational existence.

(i) an asset

(ii) an economic factor

(iii) the very core

(iv) the management []

(b) The human relations approach of organizational behaviour was developed by

(i) Peter Drucker

(ii) Tolman and Kohler

(iii) Elton Mayo

(iv) Max Weber []

- (c) Cognitive theory was coined by
- (i) B. F. Skinner
 - (ii) Hawthorne
 - (iii) Edward Tolman and Kohler
 - (iv) Kurt Lewin []
- (d) Interpersonal conflict means
- (i) vertical conflict
 - (ii) horizontal conflict
 - (iii) Both of the above
 - (iv) None of the above []
- (e) Which is not a technique of organizational development?
- (i) Team building
 - (ii) Survey feedback
 - (iii) Grid organizational development
 - (iv) Mass communication []
- (f) Attitudes are
- (i) evaluative statements
 - (ii) objective statements
 - (iii) subjective statements
 - (iv) None of the above []

- (g) Force field theory was given by
- (i) Sigmund Freud
 - (ii) Kurt Lewin
 - (iii) David McClelland
 - (iv) A. H. Maslow []
- (h) Organizational Development Programme is generally
- (i) 0–3 years
 - (ii) 3–5 years
 - (iii) 5–8 years
 - (iv) 6–10 years []
- (i) Ivan Pavlov is associated with
- (i) operant conditioning
 - (ii) cognitive learning theory
 - (iii) classical conditioning
 - (iv) social learning theory []
- (j) The organization cannot change the
- (i) external environment
 - (ii) internal environment
 - (iii) Both of the above
 - (iv) None of the above []

(4)

2. State whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark : 1×5=5

(a) The core existence of an organization does not comprise of human factors.

(T / F)

(b) Biographical characteristics are learned by individuals.

(T / F)

(c) The terms 'opinion' and 'belief' are used closely with attitude.

(T / F)

(d) Motivation consists of incentives only.

(T / F)

(e) Organizational development is a strategy of planned change for organizational improvement.

(T / F)

(5)

3. Write short notes on the following :

2×5=10

(a) Individual Behaviour

(6)

(b) Ego States

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(7)

(c) Bureaucratic Personality

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(d) Functional Conflicts

(9)

(e) Stroking

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(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

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(Turn Over)

(2)

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
