

Total No. of printed pages = 2

BA 172102

Roll No. of candidate

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5/3/2021

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M.B.A. 1st Semester End-Term Examination

ORGANISATIONAL BEHAVIOUR

(New Regulation & New Syllabus w.e.f 2017-2018)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks
for the questions.

Answer question No. 1 and any *four* from the rest.

1. Fill up the blanks : (10 × 1 = 10)
- (i) Organisational Behaviour studies _____ determinants of behaviour within an organisation.
- (ii) The _____ component of attitude refers to beliefs, thoughts and attributes one can associate with a particular object.
- (iii) _____ is the method of measuring job satisfaction under which the employees are asked to respond to one question.
- (iv) Perception is an _____ process through which a person selects the data from the environment, organises it and obtains meaning from it.
- (v) _____ is the situational setup where the process of learning occurs and can either strengthen or weaken the ability to achieve or learn.
- (vi) _____ personality people look inward and experience and process their thoughts and ideas within themselves.
- (vii) Job enlargement is also known as _____ of additional task activities.

[Turn over

- (viii) The leader centralizes power and decision making within himself under the _____ style of leadership.
- (ix) _____ are usually created outside the usual command of group structure to solve recurring problems.
- (x) The organization can apply direct threats on the resisters to make them ready to accept the proposed changes is known as _____.
2. (a) Organisational Behaviour has been drawn from a number of other interdisciplinary behavioural disciplines'. Briefly explain them. (5)
- (b) Discuss the OB Model. (10)
3. (a) What are the different factors which causes job satisfaction? (7)
- (b) How does attitude affect behaviour? Briefly describe the job-related attitudes within an organization. (4 + 4 = 8)
4. (a) Elaborate the perceptual process. What are the major areas which focus on perceptual accuracy within an organizational setting? (5 + 5 = 10)
- (b) Explain the Psychoanalytical Theory of personality. (5)
5. (a) Discuss Herzberg's two factor theory of motivation. (5)
- (b) How do leaders and managers differ from each other? (5)
- (c) 'Building an effective team involves a process that proceeds many distinct stages' . Explain those stages. (5)
6. (a) What are the main causes of resistance to change? (8)
- (b) Elaborate the different types of OD interventions that are targeted towards an individual. (7)
7. Write notes on : (3 × 5 = 15)
- (a) Organisational Power
- (b) Maslow's Hierarchy of Needs Theory of motivation
- (c) Factors influencing perception.

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