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BBA181201

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Azara, Hatkhowapara,
Guwahati - 781017

Roll No. of candidate

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2019

B.B.A. 2nd Semester End-Term Examination

ORGANIZATIONAL BEHAVIOUR

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. Answer the following (MCQ/ Fill in the blanks) :

(10 × 1 = 10)

(i) “_____ are social inventions for
accomplishing goals through group efforts”.

(a) Management (b) Organizations

(c) Leadership (d) Behavior

(ii) Which of the following is/are the key features of
organization?

(a) Social invention

(b) Accomplishing goals

(c) Group efforts

(d) All of the above

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- (iii) Scientific management approach is developed by
- (a) Elton Mayo (b) Henry Fayol
(c) F.W. Taylor (d) A.Maslow
- (iv) _____ is a relatively permanent change in behavior that occurs as a result of experience
- (a) Behavior modification
(b) Learning
(c) Motivation
(d) Skills
- (v) Edward Tolman is related to
- (a) Behaviorist Framework
(b) Cognitive approach
(c) Social cognitive framework
(d) None of these
- (vi) Groups created by managerial decision in order to accomplish stated goals of the organizations are called
- (a) Formal groups (b) Informal groups
(c) Task groups (d) Interest groups
- (vii) The _____ theory states that human mind will receive or accept only that information which feels that it is relevant.
- (a) Perception
(b) Selective perception
(c) Relevance
(d) None of the above

(viii) "Girls are not good at sports" is an example of

- (a) Perception
- (b) Halo effect
- (c) Stereotyping
- (d) Individual personality

(ix) Responsibility, advancement etc. are an example of

- (a) Motivators
- (b) Hygiene factors
- (c) Improvement factors
- (d) Advance factors

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(x) _____ is our perception of one personality trait which influences how we view a person's entire personality.

- (a) Perception
- (b) Halo effect
- (c) Stereotyping
- (d) Individual personality

2. (a) What are the major contributing disciplines to organizational behavior? Discuss the relationship among different disciplines. (3+4)

(b) Briefly discuss the challenges and opportunities face by managers applying organizational behavior in the present context. (4+4)

3. (a) "Most behaviors are learned, some from the experience of the self and some from the experience of others". Discuss this statement and explain it with the help of various theories of learning. (7)
- (b) What are the managerial implications of perception? How does management affect perception in the organization? (4+4)
4. (a) What is group dynamics? Why is it important for understanding organizational behavior? (3+4)
- (b) Discuss the situations under which group decision making is preferable over individual decision making. What are the pros and cons of group decision making? (4+4)
5. (a) What is meant by hierarchical nature of needs? Is this hierarchy rigid? Explain. (7)
- (b) Explain how managers can successfully motivate people taking clue from Vroom's valence and expectancy model. (8)
6. (a) "One of the few things of real permanence in this world is change". Explain this statement and show how organizations bring changes in their operations over the period of time. (8)
- (b) What is resistance to change? Why do people resist change? Are there organizational factors also which resist change? Explain. (7)
7. (a) Briefly discuss the concept of organizational stress and its causes. (7)
- (b) What are the consequences of stress? How can we manage stress? (4+4)