



Name :

Roll No. :

Invigilator's Signature :

**CS/MBA/SEM-1 (FT & PT)/MB-104/2012-13
2012**

ORGANISATIONAL BEHAVIOUR-I

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :
10 × 1 = 10

i) The contributing fields of organizational behaviour are

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|---------------|----------------------|
| a) Sociology | b) Social Psychology |
| c) Psychology | d) All of these. |

ii) Hawthorne experiments were conducted by

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|-----------------|--------------|
| a) Elton Mayo | b) Maslow |
| c) Victor Vroom | d) Harzberg. |

iii) *n* (Aff) refers to

- | | |
|-------------------------|-----------------------|
| a) Need for affiliation | b) Need for affection |
| c) Need for affluence | d) Need for affinity. |



- iv) The ERG theory refers to
- a) Enhance, Relate and Grow
 - b) Existence, Relatedness and Growth
 - c) Existence, Roaming and Growing
 - d) Enhance, Relatedness and Growth.
- v) Leadership is the process of
- a) influencing the customers
 - b) influencing the group members
 - c) influencing the competitors
 - d) influencing the creditors.
- vi) "Force = Valence × Expectancy" was developed by
- a) V.H Vroom
 - b) Herzberg
 - c) Maslow
 - d) Alderfer.
- vii) Which one of the following is an exceptional motivating factor ?
- a) Punishment
 - b) Promotion
 - c) Participation
 - d) Increase in salaries.
- viii) Assessment Centre is
- a) a location
 - b) a technique
 - c) a situation
 - d) a company.
- ix) Self-Actualisation is
- a) lower order need
 - b) higher order need
 - c) lower order want
 - d) higher order want.



GROUP - C
(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. Define OB and elucidate the statement - "OB is an Interdisciplinary Approach". 5 + 10
8. a) Define Motivation
- b) Compare and contrast Maslow's Need Theory with Herzberg's two-factor theory of motivation. 5 + 10
9. a) Define Learning.
- b) Discuss the significance of Association, Reinforcement and Observation in learning process. 5 + 10
10. a) What is Personality ?
- b) What are its major determinants ?
- c) How does personality relate to OB ? 5 + 5 + 5
11. a) Define Job Stress.
- b) "Job Stress can have physiological, psychological and behavioural effects". Explain fully. 5 + 10
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