#### **MSW**

# Fourth Semester (Repeat) ORGANIZATIONAL BEHAVIOUR (MSW – 404 C)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20 Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins. Marks: 50

### Answer any four from Question no. 2 to 8 Question no. 1 is compulsory.

- 1. What is "Leadership"? Elaborate about the sources of Power. (3+7=10)
- 2. What do you understand by Organizational behavior? Discuss in detail about the organizational components that need to be managed. (7+3=10)
- 3. Critically examine Maslow's Hierarchy Need Theory. (10)
- 4. What do you understand by "Reinforcement"? Discuss in detail about the strategies of Reinforcement. (4+6=10)
- 5. What is Organizational Development? Critically examine about the potential areas of OD intervention. (3+7=10)
- 6. Define Motive, Motivation and Motivating. Do you think that motivated employees are good performers? Support your answer with logic. (5+5=10)
- 7. What do you understand by conflict? Discuss about the conflict resolution modes.

(5+5=10)

8. What is Stress? Discuss about the sources of Stress. (5+5=10)

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2017/08

#### MSW

## Fourth Semester (Repeat) ORGANIZATIONAL BEHAVIOUR (MSW - 404 C)

**Duration: 20 minutes** 

Marks - 20

(PART A - Objective Type)

#### I. Choose the correct answer:

 $1 \times 20 = 20$ 

- 1. The exhaustion suffered by an individual due to continuous exposure to a stress causing situation is normally known as:
  - a. Fatigue
  - b. Monotony
  - c. Burn Out
  - d. Tiredness
- 2. The amount of satisfaction an individual anticipates from a particular outcome is known as:
  - a. Theory Y
  - b. Theory X
  - c. Valance
  - d. None of these
- 3. Which one of the following is a characteristic of autocratic leader?
  - a. Strict
  - b. Incompetent
  - c. Benevolent
  - d. Free-rein
- 4. Two factor theory was prepared by:
  - a. Herzberg
  - b. Porter and Lawler
  - c. Maslow
  - d. McGregor
- 5. The Greatman Theory of leadership led to the rise of:
  - a. The behavioural theory of leadership
  - b. The Trait theory of leadership
  - c. The situational theory of leadership
  - d. None of these
- 6. Success of Management is largely a matter of:
  - a. Effective Direction and leadership
  - b. Proper planning
  - c. Effective Communication
  - d. None of these

- 7. Motivation is an element of:
  - a. Planning function
  - b. Organisation Function
  - c. Direction Function
  - d. Coordination Function
- 8. Under Expectancy Theory of Motivation, increase in motivation results when:
  - a. Valence increases
  - b. Valence decreases
  - c. No effect of valence
  - d. Both ways
- 9. Who formulated the contingency model of leadership?
  - a. Chris Agrys
  - b. R. Likert
  - c. Ohio State University
  - d. F.E. Fielder
- 10. According to Maslow's Need Hierarchy Theory, the low level needs are:
  - a. Physiological
  - b. Security
  - c. Self Esteem
  - d. All of these
- 11. Which of these is a core underlying discipline that informs organizational behaviour?
  - a. Motivation
  - b. Sociology
  - c. Teamwork
  - d. Leadership
- 12. What is an academic discipline?
  - a. A topic that we study.
  - b. The ability to study well.
  - c. A set of questions.
  - d. A field of study.
- 13. Which academic discipline is sometimes described as the 'science of the mind'?
  - a. Sociology
  - b. Anthropology
  - c. Political Science
  - d. Psychology
- 14. Which academic discipline is described as 'the study of humanity'?
  - a. Sociology
  - b. Anthropology
  - c. Political Science
  - d. Psychology

- 15. According to Linda Smircich, seeing the culture as something the organization is means it is:
  - a. A social process
  - b. A property of management
  - c. A useful management tool
  - d. A basic view of culture
- 16. According to Harpaz (1989), approximately what proportion of UK workers would continue to work if they won enough money on the lottery to retire?
  - a. 0%
  - b. 68%
  - c. 93%
  - d. 100%
- 17. Which of the following is an example of an intrinsic motivator?
  - a. A pay increase
  - b. Promotion
  - c. Satisfaction in a job well done
  - d. Good working conditions
- 18. Using a foul-tasting nail varnish to motivate a person to stop biting their nails is an example of what?
  - a. Equity theory
  - b. Aversion therapy
  - c. Orientations to work
  - d. Expectancy theory
- 19. Which of the following is a critique of behaviourism?
  - a. It has never been implemented in the workplace.
  - b. Its ideas derive from psychology and are therefore not applicable to the workplace.
  - c. People are motivated simply by achieving the target rather than any deeper level of motivation.
  - d. It contains a number of different theories.
- 20. Which of the following best describes Maslow's hierarchy of needs?
  - a. It is a perfect model of workplace motivation.
  - b. It was devised by Maslow after meticulous research in workplace settings.
  - c. It has been proven empirically to be accurate in workplace settings.
  - d. It is a highly flawed model, although it does recognize that people are motivated differently.

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#### University of Science and Technology, Meghalaya

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SESSION 2016-17				
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writing whether it is complete or in good condition.	Page No.	Marks	Course	
2. Do not write your name anywhere in the answer booklet.			Roll No	
3. Write legibly on both sides of the paper			Enrollment No.	
4. You may use some space for any rough notes or calculation				
on the answer booklet if you need. These rough notes,			Semester	
calculations must be scored out before submitting the answer			Name of the Paper_	
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5. Do not bring any book or loose paper in the examination	78.44			
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6. Do not tear any page from the answer booklet.	For Descriptive Type Questions			
7. Do not write anything on the question paper or blotting	Question No.	Marks		
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