

**M.COM**  
**First Semester**  
**ORGANISATIONAL BEHAVIOUR**  
**(MCM - 01)**

**Duration: 3Hrs.**

**Full Marks: 70**

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

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

**1. Answer the following questions (any five)**

**2×5 = 10**

- a) What is the interactionist view of conflict?
- b) Name the four orientations of MBTI Test of personality.
- c) Is OB related to any other field of study? If yes, name them?
- d) What are the two types of transactions in transactional analysis?
- e) What is politics?
- f) What do we mean by grapevine?
- g) What is main difference between a group & a team?

**2. Answer the following questions (any five)**

**3×5 = 15**

- a) Discuss the Intra personal sources of conflict.
- b) Who is a transformational leader?
- c) Discuss the ego states of transactional analysis.
- d) Diagrammatically represent the various networks of communication.
- e) Define personality. Is personality an outcome of heredity factor alone?
- f) Discuss the Fiedler's contingency model of leadership.
- g) Write a short note on group dynamics.

**3. Answer the following questions (any five)**

**5×5 = 25**

- a) Explain the various conflict resolution techniques.
- b) Discuss the bases of power.
- c) Compare Maslow's & Herzberg's models of motivation.
- d) Explain the steps of communication process.
- e) Distinguish between management & leadership.
- f) How does OB help in prediction of behavior at workplace?
- g) What are the various shortcuts of judging people?

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7. Which of the following is a factor which may cause bias in an interview?  
 a) Predictive validity  
 b) Halo effect  
 c) Hawthore effect  
 d) Nomothetic approach
8. In leadership trait theory what is a trait?  
 a) A list of the things that make leaders different to everyone else.  
 b) The list of key behaviours a leader exhibits.  
 c) A list of the key things that a leader should do to be great.  
 d) A list of key characteristics that makes a leader great.
9. \_\_\_\_\_ is known as "the father of scientific management."  
 a) Fredrick W. Taylor                      b) Henry Fayol                      c) Robert Owen                      d) None of these
10. Hawthorne Studies is related to which stage of the organisational behaviour evolution  
 a) Industrial revolution                      b) Scientific management  
 c) Organisational behaviour                      d) Human relations movement
11. Job Satisfaction have \_\_\_\_\_ related to Absenteeism and Turnover  
 a) Positively                      b) Negatively                      c) Directly                      d) Elastically
12. The most significant management skills are:  
 a) Technical, Human and Conceptual                      b) Technical, behavioural and Conceptual  
 c) Systematic, Human and Conceptual                      d) Technical, Human and cognitive
13. Need for achievement goes with  
 a) F.W. Taylor                      b) Herzberg                      c) McGregor                      d) McClelland
14. Feeling arising out of inadequate definition of roles is known as  
 a) Role ambiguity                      b) Role conflict                      c) Role perception                      d) Role expectation
15. The amount of satisfaction an individual anticipates from a particular outcome is known as:  
 a) Theory Y                      b) Theory Z                      c) Valence                      d) Stress
16. In the 'Managerial grid' 9, 1 style is termed as  
 a) Team Management                      b) Country Club Management  
 c) Authority Obedience                      d) Improverished Management
17. The organization's informal communication network is known as \_\_\_\_\_ network  
 a) Free flow                      b) Wheel                      c) Grapevine                      d.)None of the above
18. When communication takes place among members of the same work group it is known as \_\_\_\_\_ communication.  
 a) Upward                      b) Downward                      c) Horizontal                      d) Vertical
19. Which among the following is a win win (WW) conflict settlement technique?  
 a) Competition                      b) Compromising                      c) Avoidance                      d) Collaborating
20. As per the attribution theory of perception when there is high level of 'distinctiveness' in behaviour of an employee it can be due to  
 a) External factors                      b) Internal factors                      c) Observation                      d) None of the above

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