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)

 $2 \times 5 = 10$

- 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)

 $3\times5=15$

- 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)

 $5 \times 5 = 25$

- 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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(The figures in the margin indicate full marks for the questions)

Duration: 20 minutes

Marks - 20

PART A- Objective Type

I. Choose the correct answer

 $1 \times 20 = 20$

- 1. A common definition of organizational behavior is that it is the study of:
 - a) Group Behaviour

- b) Individual Behaviour
- c) Patterns of organizational structure
- d) All of the above
- 2. Which of the following is true of managers in relationship to conflict?
 - a) Managers generally encourage low levels of conflict because it improves performance, up to a certain point.
 - b) Managers generally ignore conflict.
 - c) Managers attempt to eliminate conflict because the organization rewards them for keeping conflict out of their area of responsibility.
 - d) Managers show no consistent attitude towards conflict.
- 3. The tendency of a sales manager to blame poor sales on his sales agent is an example of
 - a) Fundamental attributional error
 - b) Selective perception
 - c) Self serving bias
 - d) None of the above
- 4. Which among these behavioral disciplines has helped understanding OB at the individual or micro level.
 - a) Psychology
- b) Sociology
- c) Anthropology
- d) Political Science
- 5. What is Quality Management?
 - a) Intense focus on the customer
 - b) Concern for continuous improvement
 - c) Empowerment of employees
 - d) All of the above
- **6.** Which of the following is an example of one of Herzberg's motivating factors?
 - a) Status within the organisation
 - b) Salary
 - c) Recognition
 - d) Working conditions

7.	. Which of the follow	_	or which may cau	use bias in an	interview?		
	a) Predictive validitb) Halo effect	У					
	c) Hawthore effect						
	d) Nomothetic appr	oach					
			BEHAVIOUR				
8.	In leadership trait the			PARTIES.	1		
	a) A list of the thingb) The list of key be			to everyone	else.		
	c) A list of the key to			to be great.			
	d) A list of key char						
9.	a) Fredrick W. Tayl		father of scientifi			d) Nana of tha	193
	a) Fredrick W. Tayl	Or	b) hellry rayor		c) Robert Owen	d) None of the	se
10	. Hawthorne Studies i	s related to v	which stage of th	e organisatio	nal behaviour evolut	tion	
	a) Industrial revoluti		b) Scientific				
	c) Organisational be	haviour	d) Human rel	lations move	ment		
11	. Job Satisfaction hav	٩	related	to Absentee	ism and Turnover		
11	a) Positively		Vegatively			d) Elastically	
			aveds ortra	Aut to	storounte leani	actions to be separated in	
12.	. The most significant			1	1.1.1.1.10		
						nceptual ve	
	c) Systematic, Tuma	an and Conce	epiual .	u) recillical.	Truman and cognitiv		
13	. Need for achieveme	nt goes with					i i
	a) F.W. Taylor		b) Herzberg		c) McGregor	d) McClelland	+
1.4	F1'	C: d	1-6-4:6		na abidita testerno		
14.	. Feeling arising out of a) Role ambiguity					d) Role expectati	ion
					sorro lemante	eliano lementelemente	
15.	. The amount of satisf	faction an inc		tes from a pa			
	a) Theory Y		b) Theory Z		c) Valence	d) Stress	
16.	. In the 'Managerial g						
	a) Team Managemen			itry Club Ma			
	c) Authority Obedie	nce	a) Impre	overished Ma	inagement		
17	. The organization's in						
	a) Free flow b) Wheel		e) Grapevine	d.)None of	the above	
18.	. When communicati	on takes plac	ce among membe	ers of the san	ne work group it is k	nown as commi	unication.
	a) Upward	b) Downwar	rd (c) Horizontal	d) Vertical		
19	. Which among the fo	llowing is a	win win (WW)	conflict settle	ment technique?		
	a)Competition	b)Comproi		c)Avoidance		ating	
20	As nor the attribution	n theory of n	argantian when	thoro is high	laval of distinctive	vocs' in bahaviour of an	
20.	employee it can be d		creeption when	mere is migh	iever of distilletively	ness' in behaviour of an	
	a) External factors		nal factors	c) Ob	servation c	d) None of the above	
						and the state of the	