

MASTER OF COMMERCE
THIRD SEMESTER [SPECIAL REPEAT]
ORGANISATIONAL THEORY & BEHAVIOUR
MCM – 301

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1×20=20

- Maslow's "basic needs" are also known as
 - Social needs
 - Esteem needs
 - Safety needs
 - Physiological needs
- _____ leader is self-confident and can attract followers by his great influence.
 - Charismatic
 - Autocratic
 - Laissez-faire
 - Bureaucratic
- _____ is small groups of workers who meet regularly with their supervisor to solve work related problem.
 - Quality of Work life
 - Quality Circle
 - Alternative Work schedule
 - Job Redesign
- When a group gives some of its leadership positions to the members of other group, it is
 - Contracting
 - Co-opting
 - Coalition
 - Competition
- Which of these processes influences the process of personality development?
 - Identification and Socialization process
 - Socialization process
 - Identification process
 - None of the above
- Which of these factors affects personality?
 - Culture
 - Family
 - Heredity
 - All of the above
- Motivation's two-factor theory is given by:
 - Herzberg
 - Harold Kelley
 - J. Stacy Adams
 - Douglas McGregor
- A study of the culture and practices in different societies is called
 - Personality
 - Anthropology
 - Perception
 - Attitudes
- In which type of organization personal and social relations are developed spontaneously in the network
 - Government organization
 - Informal organization
 - Formal organization
 - Business organization

10. Organizational Behavior is the study of _____ in the organization.
 - a. Human
 - b. Human Behavior
 - c. Employer
 - d. Employees
11. Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power?
 - a. Legitimate
 - b. Reward
 - c. Expert
 - d. Charismatic
12. In present context, challenges for OB are
 - a. Employee expectation
 - b. Workforce diversity
 - c. Globalization
 - d. All of the above
13. "Leadership motivates the people to work and not the power of money", this concept is related to
 - a. Autocratic model
 - b. Custodial model
 - c. Supportive Model
 - d. Collegial Model
14. Organizational behavior is
 - a. A science
 - b. An art
 - c. A science as well as an art
 - d. None of the above
15. _____ is the force of action or motivation.
 - a. Behaviour
 - b. Stimulus
 - c. Perception
 - d. Attitude
16. "Cognitive theory" of learning was given by
 - a. Skinner
 - b. Pavlov
 - c. Tolman
 - d. Piaget
17. _____ is a relatively permanent change in behavior that occurs as a result of experience
 - a. Behavior modification
 - b. Learning
 - c. Motivation
 - d. Skills
18. Which of the following methods is/are used to solve intergroup conflicts indirectly
 - a. Avoidance
 - b. Encouragement
 - c. Bargaining
 - d. All of these
19. Which of the following is / are not direct method to solve intergroup conflicts
 - a. Problem solving
 - b. Domination by the management
 - c. Removing key figures in conflict
 - d. Persuasion
20. Operant conditioning argues that
 - a. behavior is reflexive
 - b. behavior is unlearned
 - c. behavior is a function of its consequences
 - d. the tendency to repeat a behavior is very strong

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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|---|--------|
| 1. Discuss the meaning and concept of leadership. Narrate briefly the different types of leadership styles. | 4+6=10 |
| 2. What is power? Discuss are the different tactics for showing power? | 3+7=10 |
| 3. State a note highlighting the concept of conflict. Discuss the key sources of conflict. | 5+5=10 |
| 4. What is a group? Narrate the process of group development. | 3+7=10 |
| 5. Discuss in detail the models of Organisational Behaviour. | 10 |
| 6. What is motivation? Discuss Vroom's Theory of Motivation. | 2+8=10 |
| 7. Write a detail note on the strategies for resolving conflict. | 10 |
| 8. Discuss in detail the factors that determine personality. | 10 |

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