

MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER (Repeat)
ORGANIZATIONAL BEHAVIOR
MBA-106

(Use separate answer scripts for Objective & Descriptive)

Duration : 3 hrs.

Full Marks : 70

[PART-A : Objective]

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1x20=20

1. Which of the following is not an example of Extrinsic Motivational factor?
 - a. Recognition
 - b. Award
 - c. Incentive
 - d. Promotion
2. Which of the following statements brings out the nature of OB better?
 - a. Study of organisation
 - b. Study of human behaviour
 - c. Study of human behaviour in organisation
 - d. Study of animals
3. OB offers.....
 - a. Technical skill
 - b. Communication skill
 - c. Wide knowledge
 - d. People skill
4. The style of leadership where complete freedom of operation is given is called.....
 - a. Laissez Fair
 - b. Participative
 - c. Autocratic
 - d. None of the above
5. Which of the following explains the nature of management in better way?
 - a. Getting things done through others.
 - b. Attainment of organisational goals in an efficient and effective manner through planning, organising, leading and controlling organisational resources.
 - c. What managers do everyday.
 - d. Management is what it does.
6. Policy means.....
 - a. Guidelines
 - b. Rules
 - c. Programmes
 - d. Terms and conditions
7. In the phase of 'Latent Conflict', which of the following symptom is visible between the two parties?
 - a. Conflict can be visible
 - b. Conflict cannot be visible
 - c. The conflicting parties go for compromise
 - d. None of the above
8. Which of the following statement is close to the nature of intelligence?
 - a. Smartness.
 - b. Found in every family.
 - c. Intelligent are most successful people.
 - d. An ability to adapt to a variety of situations and an ability to learn.
9. Which of the following is the highest level of need according to the Maslow's Need Hierarchy Theory?
 - a. Physiological need
 - b. Sociological need
 - c. Self Actualization need
 - d. Safety need

10. Which of the following statement better describes personality?
 - a. Personality is what is seen in an individual – physique, look, dress, occupation and lifestyle.
 - b. Sum total of internal and external traits of an individual which are relatively stable and which make the person different from others.
 - c. Personality is what celebrities possess.
 - d. Personality is the sum total of psychological factors.
11. Which of the following factor decreases Group Cohesiveness?
 - a. Informal
 - b. Care
 - c. Large group size
 - d. All of the above
12. Which of the following statement is correct description of Perception?
 - a. Seeing what is there to be seen.
 - b. Biased way of understanding things.
 - c. An understanding by a prejudiced individual.
 - d. A process of receiving information about and making sense of the world around us.
13. Which of the following is an element of Semantic barrier of communication?
 - a. Faulty translation
 - b. Rules and Policies
 - c. Lack of knowledge
 - d. None of the above
14. Which of the following statement is correct description of Attribution?
 - a. Assigning causes to the behaviour of an individual.
 - b. Putting too many words in another person's mouth.
 - c. Incorrect interpretation of a given situation.
 - d. Perception and Attribution are same.
15. is based on the assumption that an object elicits response when it is paired repeatedly with reaction eliciting stimulus.
 - a. Operant conditioning
 - b. Cognitive condition
 - c. Classical conditioning
 - d. Social learning
16. Job Enlargement means.....
 - a. Vertical adding of jobs
 - b. Horizontal adding of jobs
 - c. Formal adding of jobs
 - d. Informal adding of jobs
17. Which of the following is not an element of Attitude?
 - a. People
 - b. Affective
 - c. Behaviour
 - d. Cognitive
18. Leadership traits are not completely inborn but can also be acquired through learning and experience-this is the concept of which of the following leadership theory?
 - a. Charismatic theory
 - b. Behavioural theory
 - c. Trait Theory
 - d. Contingency theory
19. In Vroom's Expectancy theory of Motivation, which is the highest level of need?
 - a. Need for Achievement
 - b. Need for Self Actualization
 - c. Need for Power
 - d. Need for Affiliation
20. Which of the following is the nearest of Conflict?
 - a. Clash of interest
 - b. Disagreement and quarrels
 - c. Physical bouts
 - d. None of the above

== ** ==

(PART-B : Descriptive)

Time : 2 hrs. 40 min.

Marks : 50

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

1. What do you mean by Organisational Behaviour? Discuss the different roles of manager according to Mintzberg. 2+8=10
2. Define Group. Discuss the different stages of Group development. 2+8=10
3. Briefly discuss the different leadership styles. Discuss the Managerial grid concept of Leadership. 5+5=10
4. Explain briefly Communication process. Discuss any one type of transactional analysis of conflict management. 5+5=10
5. What do you mean by Learning? Discuss the Classical Conditioning theory of Learning. 3+7=10
6. Define Motivation. Explain the Maslow's Need Hierarchy theory of Motivation. 2+8=10
7. Discuss the Big Five model of Personality. Discuss the different factors of Job satisfaction. 5+5=10
8. Define Perception. Discuss the Attribution theory of Perception. 2+8=10

== *** ==