

MASTER OF BUSINESS ADMINISTRATION
First Semester
ORGANISATIONAL BEHAVIOUR
(MBA - 06)

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?

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