

Total No. of Pages: 1

M. Sc
MSFE 3507

5th Semester Examination (2012 Syllabus): Oct-Nov 2015

ORGANIZATIONAL BEHAVIOUR

Full Marks: 60

Time: 3 Hrs.

Answer Part-A, Part-B & Part-C as per the instructions there in.

The figure in the right hand margin indicates marks.

PART – A (Answer All questions)

[10x1=10]

1. a) Define Organizational Behaviour.
- b) Discuss the difference between Illusion and Hallucination
- c) What is Positive Reinforcement?
- d) What are the Hygiene Factors in an organization according to Herzberg?
- e) Write down the three components of attitude.
- f) What is Instrumental Value?
- g) Write down the characteristics of an Extrovert.
- h) Write three sender related barriers to effective communication.
- i) What is Group Shift in group decision making process?
- j) Write the differences between transactional and transformational leaders.

PART – B (Answer any Three)

[3x5=15]

2. Short notes:-
 - a) Organization Climate
 - b) Diversity Management
 - c) Force-Field analysis in change management
 - d) Cognitive Learning
 - e) Transactional Analysis

PART – C (Answer any Five)

[5x7=35]

3. Explain the system approach to Organizational Behaviour.
4. Discuss the determinants of Personality.
5. Critically analyse the Expectancy Theory of Motivation.
6. What is Stress? Suggest the stress management techniques adopted by individuals and organizations.
7. Discuss why people join groups and explain the group development process.
8. There is no best way to lead in all situations. Analyse the statement with the help of Hersey and Blanchard's Situational Theory (SLT).
9. Discuss the types of conflict in an organization and suggest different conflict resolution techniques.