

Total number of printed pages-4

47 (3) ORBH 3-1

BBA 3rd
Sem

2011

ORGANISATIONAL BEHAVIOUR

Paper : 3-1

Full Marks : .80

Time : Three hours

*The figures in the margin indicate full marks
for the questions.*

1. Fill in the blanks : 1×10=10
- (a) OB is a _____ of the people's behaviour. (Micro-study/Macro-study)
- (b) The Supportive Model of OB depends on _____ instead of power or money. (Motivation/Leadership)
- (c) Measurement of attitude by Likert Scale involves _____ degree of approval. (Five/Four)
- (d) Self theory of Personality was developed by _____. (Chris Argyris / Clifford T. Morgan)

Contd.

(e) Halo effect refers to the tendency of judging people on the basis of a _____ . (Single Trait / Multiple Trait)

(f) Group _____ is concerned with the interaction of individuals in a face to face relationship.
(Dynamics / Decision making)

(g) The basic purpose of a _____ is collective performance.
(Work Group / Work Team)

(h) The Role Analysis Technique tries to clarify the role of _____ in an organisation.
(Individual Member / Group Member)

(i) Over protective is one of the main characteristics of Ego states with _____ . (Child Ego / Parent Ego)

(j) Job enrichment helps in _____ the rates of employee turnover and absenteeism. (Increasing / Reducing).

2. Answer the following : $2 \times 5 = 10$

(a) Mention the key elements of OB.

(b) What is Emotional Intelligence ?

(c) Define Conflict.

(d) What do you understand by Organisational Change ?

(e) What is Individual Behaviour ?

3. Answer *any four* of the following : $4 \times 5 = 20$

(a) What are the factors that influence the human behaviour in an organisation ?

(b) Explain in brief the MARS Model of Individual Behaviour.

(c) Why are values important to the study of OB ?

(d) Explain about the "BIG FIVE" Personality Traits.

(e) What is an Informal Group ? State the difficulties of informal group.

(f) How do the employees learn organisational culture ? Explain.

4. Answer *any five* of the following : 5×8=4
- (a) Give a brief account of the various models of OB.
 - (b) What are the barriers to changing attitudes? State the ways of overcoming those barriers.
 - (c) Explain in brief about the various determinants of Personality.
 - (d) State the concept of Life Positions. Explain *three* types of transactions in Interpersonal Behaviour.
 - (e) Discuss in detail the various theories of group formation.
 - (f) What are the various techniques used to make group decision making more effective? Explain Brain Standings and state its advantages.
 - (g) State the concept of Change Agent. Discuss about the function of change agent in the process of organisational changes.
 - (h) What is reinforcement? State the various kinds of reinforcement. Explain different schedule of reinforcement.