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B. Tech
HSSM 4202

THIRD SEMESTER EXAMINATION – 2005

ORGANIZATIONAL BEHAVIOR

Full Marks : 70

Time : 3 Hours

Question No. 1 which is compulsory and any five from the remaining questions.

The figures in the right-hand margin indicate marks for the questions.

1. Answer the following questions : 2×10
- (i) What is perception and why it is important ?
 - (ii) Define the concept of human resource management.
 - (iii) Describe the theory X and theory Y.
 - (iv) Describe the communication process.

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- (v) Differentiate between recruitment and selection.
- (vi) Describe the theory of cognitive learning.
- (vii) Compare type A with type B personality.
- (viii) What do you mean by perceptual selection ?
- (ix) What is brainstorming technique of decision-making ?
- (x) What is transactional analysis ?

- 2 ✓ Define Organizational Behaviour. Describe why managers need the knowledge of Organizational Behaviour. 10
- 3 ✓ What is personality ? Discuss the determinants of personality. 10
- 4 ✓ Describe the factors that affect person perception. Discuss the issue of perception. 10
- 5. Discuss the five-stage model of group development. How groups differ from teams ? 10
- 6 ✓ Identify the differences between leaders and managers. Describe the trait model of leadership. 10

- 7. Describe the essentials of interpersonal communication. Discuss the barriers of effective communication. 10
- 8 ✓ Explain how organizational culture are developed, maintained and changed ? 10

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