

Total number of printed pages – 3

B. Tech
HSSM 4202

Third Semester Examination – 2007

ORGANIZATIONAL BEHAVIOUR

Full Marks – 70

Time : 3 Hours

*Answer Question No. 1 which is compulsory
and any five from the rest.*

*The figures in the right-hand margin
indicate marks.*

1. Answer the following questions : 2×10
- (a) Outline the factors that influence perception.
 - (b) What are the different types of values ?
 - (c) Mention the types of job related attitudes.

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- (d) Outline the 'motivators' and 'hygiene' factors according to F. Herzbug.
- (e) Mention the McClelland's theory of needs.
- (f) What are the classification of groups ?
- (g) What does the trait theory of leadership state ?
- (h) Discuss the determinants of personality.
- (i) What is functional conflict ?
- (j) What do you mean by boundaryless organization ?
2. Define organizational behaviour and relate it to management. Identify three general management roles. 10
3. What is the difference between functional and dysfunctional conflict ? Under what conditions might conflict be beneficial to a group ? 10

4. What is a matrix structure ? When would management use it ? 10
5. Define change and describe Lewin's 3 step model of change. 10
6. How does selectivity affect perception ? Give an example of how selectivity can create perceptual distortion. 10
7. Define leadership and discuss the strengths and weaknesses in the trait approach to leadership. 10
8. Contrast self managed and cross functional teams. How can teams increase employee motivation ? 10