

Total number of printed pages – 4

B. Tech
HSSM 4202

Third Semester Examination – 2008

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) What do you mean by Corporate Social Responsibility (CSR) ?
 - (b) What is Knowledge Process Outsourcing (KPO) ?

P.T.O.

- (c) What is Value Congruence ?
- (d) What is selective attention ?
- (e) What do you mean by emotional dissonance ?
- (f) Discuss the 'need for affiliation' as propounded by McClelland.
- (g) What are the differences between 'team' and 'group' ?
- (h) Discuss about 'ulterior transaction'.
- (i) What is 'halo effect' in appraisal ?
- (j) What are 'surface changes' and 'qualitative changes' ?
2. What is the need for studying organisation behaviour ? Discuss the recent trends in the study of organisation behaviour. 10

3. What are the types of individual behaviour ? Discuss MARS model of individual behaviour. 10
4. What is perception ? Discuss the perceptual process. How would you perceive others through social identity ? 10
5. Define 'motivation' and discuss the ways of increasing work motivation through job design. 10
6. Define 'communication' and discuss the process of improving inter personal communication through transaction analysis. 10
7. Define 'leadership' and discuss different approaches of studying leadership in organization. 10

8. Write notes on : 5x2

(a) Recency effect

(b) Transformational leaders.

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