

## B.Tech. 3rd Semester Exam., 2014

ORGANIZATIONAL BEHAVIOR AND  
INDUSTRIAL PSYCHOLOGY

Time : 3 hours

Full Marks : 70

## Instructions :

- (i) All questions carry equal marks.
- (ii) There are **NINE** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question No. 1 is compulsory.

## 1. Choose the correct answer (any seven).

(a) An OB study would be least likely to be used to focus on which of the following problems?

- (i) An increase in absenteeism
- (ii) A fall in productivity
- (iii) Decrease in sales

(iv) Increase in theft by employees

(b) What are three primary determinants of behavior that OB focuses upon?

- (i) Profit structure, organizational complexity and job satisfaction
- (ii) Individuals, group and job satisfaction
- (iii) Group, structure and profit structure

(iv) Individuals, group and structure

(c) Which of the following is not the topic of OB?

- (i) Motivation
- (ii) Attitude
- (iii) Conflict

(iv) Resource allocation

(d) In order to predict human behavior with any degree of accuracy, what sort of variables must be taken into account?

- (i) Global
- (ii) General
- (iii) Dependent

(iv) Contingency

(e) According to textbooks, when diversity is not managed properly, there is a potential for

- (i) higher creativity
- (ii) communication benefits

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(iii) labor cost inequity

(iv) higher turnover

(f) Which level of Maslow's hierarchy of needs deals with satisfying one's hunger, thirst and need?

(i) Safety

(ii) Physiological

(iii) Social

(iv) Esteem

(g) The time at which an object or event is seen as an example of what type of factor influencing the perceptual process?

(i) Perceiver

(ii) Target

(iii) Social

(iv) Context

(h) Which of the following factors is not a factor in the individual perceiver?

(i) Attitude

(ii) Motive

~~(iii) Location~~

(iv) Perception

(i) Two-factor theory was proposed by

(i) Maslow

~~(ii) Herzberg~~

(iii) Victor Vroom

(iv) None of them

(j) The managerial grid theory has been given by

(i) Blake and Mouton

(ii) John Kotler

(iii) Fred Fiedler

(iv) Hersey and Blanchard

2. Define the term organizational behavior and discuss its features.

3. What is perception and how it differs from sensation? What are the factors that affect perception?

4. What do you understand by the term group dynamics? Discuss the different stages of group development.

5. Define attitude. What are the different functions of attitude?

6. Discuss the term organizational change and factors influencing it.

7. Briefly discuss the Pavlov's classical conditioning theory of learning.

8. Discuss the concept of ego states developed by Eric Berne for transactional analysis.

9. Discuss the different barriers to communication and its remedies.

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