

Code : 241401

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**B.Tech 4th Semester Exam., 2018**

**ORGANISATIONAL BEHAVIOUR AND  
INDUSTRIAL PSYCHOLOGY**

Time : 3 hours

Full Marks : 70

Instructions :

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **NINE** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question No. 1 is compulsory.

1. Answer any seven of the following :  $2 \times 7 = 14$

- (a) Define 'personality'.
- (b) What is perceptual error?
- (c) Why do people join groups?
- (d) What is the difference between team and group?
- (e) What do you mean by grapevine communication?

- (f) Explain the meaning of attitude survey.
- (g) What is planned change?
- (h) State the sources of values.
- (i) What are the qualities of a leader?
- (j) What is role conflict?

2. Compare and contrast Maslow's need hierarchy theory and Herzberg's two-factor theory. 14
3. Explain the determinants of personality. 14
4. Explain the process of communication. Describe any four barriers to communication. 14
5. Explain various stages of conflict. 14
6. Discuss the behavioural approach to leadership. 14
7. How can resistance to change be overcome? Elaborate your answer with suitable examples. 14

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( Turn Over )

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( Continued )

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8. Define and explain the concept of organisation development. What is its significance in an organization? 14

9. Explain the concept of organisation. What are the various approaches to organisational effectiveness? 14

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