

## B.Tech. 3rd Semester Exam., 2013

ORGANISATIONAL BEHAVIOUR AND  
INDUSTRIAL PSYCHOLOGY

Time : 3 hours

Full-Marks : 70

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## 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/Fill in the blanks of any seven of the following :

(a) Basis of autocratic model of human behaviour is

- (i) leadership
- (ii) economic resources
- (iii) power
- (iv) team building

1) Positive reinforcement is

- (i) threat of punishment rather than to give reward
- (ii) giving reward to modify behaviour
- (iii) method of controlling undesirable behaviour
- (iv) control device employed in the organisation to discourage and reduce annoying behaviour

(c) Which theory of motivation calls for teamwork?

- (i) Maslow's need hierarchy theory -
- (ii) Herzberg's two-factor theory
- (iii) Theory X and Y
- (iv) Theory Z

(d) Interaction theory of group formation states that people come together and form a group

- (i) because of geographical proximity
- (ii) because of activities, interaction and sentiments
- (iii) because of common objectives and goals
- (iv) because they think that the cost of joining the group is more than the benefits and rewards from joining the group

(e) Noise is

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- (i) grapevine
- (ii) communication barriers
- (iii) communication energizer
- (iv) None of the above

(f) Sigmund Freud developed an organisation of personality consisting of three structures within human mind/are id, Ego and the superego.

(g) Which of the following organisations is permanent in nature?

- (i) Project organisation
- (ii) Committee organisation
- (iii) Matrix organisation
- (iv) Line and staff organisation

(h) Social value of places emphasise on

- (i) loving with people
- (ii) discovering of truth through a critical and rational approach
- (iii) unity of experience and understanding of universe as a whole
- (iv) acquisition of power and influence

(i) Cognitive dissonance refers to any incompatibility that individual might perceive between two or more of his attitudes or between his behaviour and —

- (i) power
- (ii) influence
- (iii) attitude

Principles of scalar chain signifies that the unbroken lines of authority from top level to bottom level of organisation.

- (i) True
- (ii) False

→ 2. What do you understand by organisational behaviour? Why is organisational behaviour important for the management of organisation? Discuss briefly.

3. What are the organisational theories? What is scientific management? Discuss the various techniques of scientific management.

4. What is leadership? Discuss the leadership styles and the situation under which each one is useful.

5. What is learning? Briefly discuss the components of learning.

6. What do you understand by group cohesiveness? Discuss the various factors affecting the group cohesiveness.

7. Define motivation. Discuss Maslow's theory of hierarchy of needs.

8. What do you understand by organisation climate? Explain the factors that determine the climate of an industrial organisation.

9. What do you understand by power and politics in the organisation? Discuss the different types of power used in organisation.