

OB/BC-302

2017

(3rd Semester)

COMMERCE

Paper No. : BC-302

(Organizational Behaviour)

Full Marks : 70

Pass Marks : 45%

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 45)

*The figures in the margin indicate full marks
for the questions*

1. (a) What is management? Explain the relationship between management and organizational behaviour. 2+7=9

Or

- (b) Explain the foundation of organizational behaviour. State the principles of human relations approach. 5+4=9

(2)

2. (a) Define learning. Explain operant learning theory. 2+7=9

Or

- (b) Explain how the personality attributes influence individual behaviour in the organization. 9

3. (a) Define attitude. Explain the sources of attitudes and beliefs. 2+7=9

Or

- (b) What are attitude reinforcement and attitude change? Explain any two theories of attitude change. 3+6=9

4. (a) Define change. Explain the factors influencing organizational change. 2+7=9

Or

- (b) State the different types of resistance to change. Explain the most popular and frequently used approaches to overcome resistance to change. 4+5=9

(3)

5. (a) Write any two definitions of organizational development. Explain the characteristics of organizational development. 4+5=9

Or

- (b) Explain process consultation and team building. 5+4=9
