

2019

( 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) Define organizational behaviour.  
Explain its main characteristics. 2+7=9

Or

- (b) Explain the relationship between  
Management and Organizational  
behaviour. 9

2. (a) What is meant by perceptual selectivity?  
Explain the factors which affect  
selection process. 2+7=9



Or

(b) Explain the determinants of personality. 9

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

Or

(b) What are the benefits of transactional analysis? Explain. 9

4. (a) What is meant by functional conflict? Explain its functions. 2+7=9

Or

(b) Explain the factors of organizational change. 9

5. (a) Explain the interventions or techniques of organizational development. 9

Or

(b) Explain the characteristics of organizational development. 9

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**COMMERCE**

Paper : BC-302

**( Organizational Behaviour )**

**( PART : A—OBJECTIVE )**

**( Marks : 25 )**

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

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) Organizational behaviour refers to the

(i) behaviour of organization

(ii) behaviour of people in the organization

(iii) Both (i) and (ii)

(iv) None of the above

[ ]

(b) Which of the following is not an element of organizational behaviour?

(i) People

(ii) Structure

(iii) Technology

(iv) Policies

[ ]



(c) People's behaviour is based on the perception of

- (i) reality itself
- (ii) what reality ought to be
- (iii) Both (i) and (ii)
- (iv) None of the above

[       ]

(d) Learning can be through

- (i) education and training
- (ii) practice and experience
- (iii) Both (i) and (ii)
- (iv) None of the above

[       ]

(e) An individual personality is affected by

- (i) heredity
- (ii) environment
- (iii) Both (i) and (ii)
- (iv) None of the above

[       ]

(f) Introversion and extroversion are associated with

- (i) interpersonal behaviour of an individual
- (ii) personal nature of an individual
- (iii) personality of an individual
- (iv) All of the above

[       ]



(g) Attitudes are

- (i) evaluative statements
- (ii) objective statements
- (iii) subjective statements
- (iv) None of the above

[       ]

(h) Values are

- (i) synonymous with attitude
- (ii) more permanent than attitude
- (iii) not related to attitude at all
- (iv) All of the above

[       ]

(i) A person's psychological script is a

- (i) life drama
- (ii) game plan
- (iii) Both (i) and (ii)
- (iv) None of the above

[       ]

(j) The research on transactional analysis has to be

- (i) in a better way
- (ii) in a different way
- (iii) continuous and action oriented
- (iv) All of the above

[       ]

2. State whether the following statements are True (T) or False (F) by putting a Tick (✓) mark : 1×5=5

(a) Organizational behaviour is a part of total management.

( T / F )

(b) A person is unable to move from one ego state to another.

( T / F )

(c) Stroking is giving some types of recognition to others.

( T / F )

(d) Whenever there is interaction, there is conflict.

( T / F )

(e) Human reaction to change always depend upon logic.

( T / F )



3. Write short notes on the following :  $2 \times 5 = 10$   
(a) Group Behaviour



(b) Leadership

Group Behavior  
effect notes on the following



(c) Transactional Analysis



STATIONER'S SUPPLY CO. (S)

(d) Stroking



(e) Grid Training

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