

Ba/M-PSY-6T

2 0 2 6

(FYUGP)

(6th Semester)

PSYCHOLOGY

(MINOR)

Paper : M-PSY-6T

(Organisational Behaviour)

Full Marks : 75

Pass Marks : 40%

Time : 3 hours

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

(PART : A—OBJECTIVE)

(Marks : 25)

Choose the correct option :

1×15=15

1. Who is known as the 'father of modern management'?

- (a) Frederick Winslow Taylor**
- (b) Henri Fayol**
- (c) Max Weber**
- (d) Douglas McGregor**

2. Which of the following is not a part of Weber's principles of management?

- (a) Task specialisation
- (b) Remuneration
- (c) Impersonality
- (d) Hierarchical management structure

3. Which of the following is a factor of job satisfaction?

- (a) Working environment
- (b) Work-life balance
- (c) Social relation
- (d) All of the above

4. Normative commitment refers to

- (a) employees' perception of cost associated with leaving the organisation
- (b) employees' perception of emotional attachment with the organisation
- (c) employees' perception of their obligation to the organisation
- (d) employees' identification with the organisation

5. According to Maslow, which of the following is a lower order need?
- (a) Security
 - (b) Autonomy
 - (c) Affection
 - (d) Competence
6. Goal setting theory of motivation is associated with
- (a) Frederick Herzberg
 - (b) John Stacey Adam
 - (c) David McClelland
 - (d) Edwin A. Locke
7. The expectancy theory proposed that individual effort will lead to
- (a) performance appraisal
 - (b) personal goals
 - (c) individual performance
 - (d) organisational rewards

8. Legitimate power refers to
- (a) influence based on fear of the negative results from failing to comply
 - (b) influence derived from an individual characteristic
 - (c) influence based on special skills and knowledge
 - (d) influence derived as a result of position in the formal hierarchy of an organization
9. Which of the following is an individual factor that contributes to political behaviour?
- (a) Opportunity for promotion
 - (b) High self-monitors
 - (c) Role ambiguity
 - (d) Reallocation of resources
10. The main purpose of communication is
- (a) information and persuasion
 - (b) control and management
 - (c) skill and personality development
 - (d) suggest and recommend

11. The information that the receiver receives is called
- (a) source
 - (b) message
 - (c) input
 - (d) output
12. Which of the following sequences represents the correct historical development of organisational behaviour?
- (a) Human relation movement → Scientific movement → OB
 - (b) Scientific management → Human relation movement → OB
 - (c) Industrial → Human relation movement → OB
 - (d) None of the above
13. Job satisfaction has a _____ correlation with absenteeism and turnover.
- (a) positive
 - (b) negative
 - (c) direct
 - (d) neutral

14. Which is considered as the most effective influence tactic?

(a) Rational persuasion

(b) Exchange

(c) Pressure

(d) Ingratiation

15. Organisational behaviour is concerned with which three levels of analysis?

(a) Employee, employer, management

(b) Individual, society, organisation

(c) Manager, organisation, society

(d) Individual, group, organisation

Write short notes on any *five* of the following :

2×5=10

1. Workforce diversity

2. Organisation citizenship behaviour

3. McClelland's need for achievement

4. Organisational spirituality

5. Grapevine communication

6. Employer empowerment
7. Ethical dilemma in organisation

(PART : B—DESCRIPTIVE)

(Marks : 50)

1. (a) Define the concept of organisational behaviour. Elaborate on the contemporary challenges of an organisation.

2+8=10

Or

- (b) Compare and contrast Taylor's and Fayol's management approach.

10

2. (a) Define job satisfaction. Describe the impact of job satisfaction on employees' productivity.

2+8=10

Or

- (b) What is job attitude? Elaborate on the concept of organisational commitment.

2+8=10

3. (a) Elucidate on Herzberg's two-factor theory on work motivation.

10

(8)

Or

- (b) Explain how the equity theory can be applied to motivate people in organisation.

4. (a) What is organisational culture? Describe the major forms of organisational culture. 2+8=10

Or

- (b) Describe the various forms of political behaviours and discuss the consequences of politics in organisation. 6+4=10

5. (a) Mention some common barriers to effective communication. 10

Or

- (b) Describe how technology and electronics influence organisational communication.

★ ★ ★