



## BRAINWARE UNIVERSITY

Course – M. Com.

Behavioural Science (MCM201)

(Semester – 2)

**Time allotted: 3 Hours**

**Full Marks: 70**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group –A

(Multiple Choice Type Question)

10×1 = 10

1. Choose the correct answer from the given alternatives: **(Answer All)**

- i) Employee productivity, developing effective employees, and putting people first are challenges at the \_\_\_\_\_ level.
  - a) Individual
  - b) Motivational
  - c) Organizational
  - d) Group
- ii) The approach to organization behaviour which suggests that its answers "depend upon the situation" is called the
  - a) Contingency approach
  - b) Behavioural approach
  - c) Field study approach
  - d) Mechanistic approach
- iii) Working with others and workplace diversity are challenges at the \_\_\_\_ level.
  - a) Organizational
  - b) Motivational
  - c) Individual
  - d) Group
- iv) What are personality traits?
  - a) Individual characteristics that are based solely on environmental factors
  - b) Enduring characteristics that describe an individual's behaviour
  - c) Individual characteristics that are based solely on heredity
  - d) Individual characteristics that are based solely on situational conditions

- v) The unfounded belief that younger workers are more appealing than older workers is an example of
- a) Stereotyping
  - b) Projection
  - c) Prejudice
  - d) Halo effect
- vi) Motivation is an important \_\_\_\_\_ variable.
- a) departmental-level
  - b) individual-level
  - c) organization systems-level
  - d) group-level
- vii) Communication begins with
- a) Encoding
  - b) Idea generation
  - c) Decoding
  - d) Channel selection
- viii) A study of culture and practices in different societies is called
- a) Personality
  - b) Anthropology
  - c) Perception
  - d) Attitudes
- ix) \_\_\_\_\_ is the behaviour for a stimulus.
- a) Stimulus
  - b) Response
  - c) Perception
  - d) Attitude
- x) Employees with relatively weak higher-order needs are \_\_\_\_\_ concerned with variety and autonomy.
- a) Less
  - b) More
  - c) Very
  - d) Extremely

**Group – B**

(Short Answer Type Question)

3×5 = 15

**(Answer any Three)**

2. Define Organization Behaviour? Discuss its significance in the organizational context.
3. Write a short note on the essential skills of a Manager.
4. Discuss conflict & conflict resolution.
5. Mention some of the characteristics of a Group?
6. Discuss the Classical Conditioning theory of Learning.

**Group – C**

(Long Answer Type Question)

3 x15= 45

**(Answer any Three)**

7. Give an account on the concept of Leadership. Discuss any two types of Leadership Styles. [5+10]
8. What is Personality of an individual according to you? Elucidate the big five Personality traits. What are the various determinants of Personality? [5+5+5]
9. Explain the process through which a person forms his Perception about any object. Also mention the reasons for perceptual distortion. [9+6]
10. Why is work motivation so vital in any working environment. What is the general process followed to motivate an employee? Discuss any one popular theory of Motivation. [4+6+5]
11. Mention some of the objectives of Communication in an organization. Describe the communication process.

**OR**

What is meant by Group dynamics? Explain how quality circle concept is influenced by Group dynamics. [6+9]