



BRAINWARE UNIVERSITY

Course – M.Com.

Organizational Behaviour (MCM102)

(Semester – 1)

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)

1. Choose the correct alternatives for the following:

10 x 1 = 10

- i) An enduring attribute of a person that appears constantly in a variety of situation is
a) behaviour b) trait c) attitude d) culture
- ii) A study of human behavior in organizational settings is
a) Individual behavior b) Group behavior
c) Organizational behavior d) None of these
- iii) Scientific Management approach is developed by
a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) A. Maslow
- iv) “Hawthorne experiment” which was a real beginning of applied research in OB was conducted by
a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber
- v) Whose concept states that interpersonal and human relations may lead to productivity
a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber
- vi) Which of the following statement represents "effectiveness"?
- a) Achieve most output in less time b) Achieve mass production
c) Achieve most output with least input d) Achieve organizational goals

- vii) Process or administrative theory of organization is being given by
 a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber
- viii) Organizational Behavior is a study of investigating the impact of:
 a) Employees' behavior in an organization b) Societal behavior on an organization
 c) Country's culture on an organization d) Country's economy on an organization
- ix) Organization, where employees are provided with the opportunity to learn on continuous basis is known as: Select correct option:
 a) Formal b) Informal c) Bureaucratic d) Learning
- x) Process or administrative theory of organization is being given by
 a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber

Group - B

(Short Answer Type Questions)

Answer any three of the following **3 x 5 = 15**

2. What is organizational culture?
3. What is Quality of work life? Try to illustrate with atleast one example. [2+3]
4. What do you understand by the relationship between employee motivation and his/her job satisfaction?
5. Write a note on 'Hawthorne Experiment'.
6. What is attrition problem?

Group- C

(Long Answer Type Questions)

Answer any three of the following **3 x 15 = 45**

7. Define OB? What are the contributing disciplines to OB? [4+11=15]
8. What is personality? What are the determinants of the personality of an individual? Explain big five dimensions of personality. [4+5+6=15]
9. What is occupational stress? Give the reasons of occupational stress of a person. In this perspective, define employee's burnout problem. [4+5+6=15]
10. Define motivation. Briefly define Maslow's Need Hierarchy Model with suitable examples. In this perspective, what is the difference between Maslow's Need Hierarchy Model and Herzberg's Two Factor Theory of motivation? [7+8=15]
11. Define the nature of perception. Give the difference between perception & sensation. Define perceptual process in detail. [4+5+6=15]