



## BRAINWARE UNIVERSITY

Term End Examination 2023-2024

Programme – B.Tech.(CSE)-2020

Course Name – Organizational Behavior

Course Code - OEC-802C

( Semester VIII )

Full Marks : 60

Time : 2:30 Hours

[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 x 15=15

1. Choose the correct alternative from the following :

- (i) Select the philosophy that guides an organization's policies towards its employees and customers is an important part of
- |                           |                             |
|---------------------------|-----------------------------|
| a) Management strategy    | b) Organization behaviour   |
| c) Organizational culture | d) Organization development |
- (ii) Select the right option.Feature(s) of Maslow's need hierarchy theory is (are):
- |                               |  |
|-------------------------------|--|
| a) Theory of human motives    | b) Classifies basic human needs in a hierarchy |
| c) Theory of human motivation | d) All of the above                            |
- (iii) Select the right option:A major problem with a task force type of management is
- |   |                                 |
|---|---------------------------------|
| a) there is no logical basis for task force information | b) its status is too inflexible |
| c) accountability                                       | d) lack of planning             |
- (iv) Select the right option:Communication begins with
- |             |                      |
|-------------|----------------------|
| a) Encoding | b) Idea Origination  |
| c) Decoding | d) Channel Selection |
- (v) Policies are sometimes defined as a(n)
- |                            |  |
|----------------------------|--|
| a) Shortcut for Thinking   | b) Action Plan                         |
| c) Substitute for Strategy | d) Substitute for Management Authority |
- (vi) Identify the correct option: Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power.
- |               |                |
|---------------|----------------|
| a) Legitimate | b) Reward      |
| c) Expert     | d) Charismatic |
- (vii) Identify the right option:Functional managers are responsible
- |   |   |
|---|---|
| a) for a single area of activity        | b) to the upper level of management and staff                                       |
| c) for complex organizational sub-units | d) for obtaining copyrights and patents for newly developed processes and equipment |
- (viii) Identify the right option:Meso organisation behaviour is related with

- a) Group behaviour  
c) Organisational behaviour
- b) Individual behaviour  
d) None of these
- (ix) Identify the right option: Some of OB's challenges and opportunities include all of the following except
- a) reinforcing the importance of traditional methods of management  
c) helping us learnt to cope in a continues changing world
- b) offering specific insights to improve interpersonal and people skills  
d) facilitating the improvement of quality and employee productivity
- (x) Identify the right option: The structure of an OB model includes 3 levels of analysis individual, group and organizational systems. Issues that influence all 3 levels in various ways and thus affect behavioural dynamics are
- a) change and stress  
c) Power and politics
- b) Organisational culture and commitment  
d) work design and technology
- (xi) Choose the right option: To what time-frame do strategic plans relate?
- a) Long-term  
c) Unspecified time it takes to achieve an aim
- b) Short Term  
d) Middle Level Timing
- (xii) Choose the right option: \_\_\_\_\_ is the name given to a philosophy and set of methods and techniques that stressed the scientific study and organization of work at the operational level.
- a) Scientific Management  
c) Two factor theory
- b) Human Relations Model  
d) Quantitative Management
- (xiii) Choose the right option: Which of the following is a content theory?
- a) Expectancy theory  
c) Equity theory
- b) ERG Theory  
d) None
- (xiv) Choose the right option: Which of the following is an example of an intrinsic motivator?
- a) A pay increase  
c) Satisfaction in a job well done
- b) Promotion  
d) Good working conditions
- (xv) Choose the right option: Which of the following is an example of one of Herzberg's (1966) motivating factors.
- a) Status within the organization  
c) Recognition
- b) Salary  
d) Working conditions

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Describe safety needs. (3)
3. Describe the need for achievement. (3)
4. Explain the principles of learning. (3)
5. Explain benevolent autocracy in leadership. (3)
6. Explain the impact of global and cultural diversity on OB. (3)
- OR**
- Explain the difference between power and authority. (3)

### Group-C

(Long Answer Type Questions)

5 x 6=30

7. Describe the advantages of group decision-making. (5)
8. Distinguish between interpersonal and intrapersonal conflicts. (5)
9. Distinguish between Maslows need theory and ERC theory. (5)
10. Distinguish between X and Y theory. (5)
11. Compare scientific management theory and classical management theory. (5)
12. Distinguish between need for achievement and need for power. (5)

Family unit is also an organization. Justify.

OR

(5)

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