

M.H.R.D. (Semester—I) Examination
102 : ORGANIZATIONAL BEHAVIOUR

Time : Three Hours]

[Maximum Marks : 80

N.B. :— (1) Attempt **ALL** questions.

(2) Figures to the right indicate full marks.

1. (a) Explain the outcomes of Hawthorne's studies in detail. 4
- (b) What are the limitations of Maslow's Need Hierarchy ? Explain. 4
- (c) What are the maintenance factors in Herzberg's Theory of Motivation ? Explain. 4
- (d) Define and explain the term 'learning' in detail. 4

OR

- (e) Show the pyramid of needs by Maslow. 4
- (f) State the importance of scientific study of human behaviour. 4
- (g) Explain the scope of organizational behaviour. 4
- (h) Explain Social Learning Framework in detail. 4
2. (a) Explain the term attitude. What are the components of an attitude ? 4
- (b) Explain 'Halo Effect' and 'Attribution' theory of perception. 4
- (c) What is type-A personality ? Explain. 4
- (d) What are terminal values ? Explain. 4

OR

- (e) Explain the factors that determine personality. 4
- (f) What are the factors that affect 'perception' ? 4
- (g) What are 'Values' ? Explain. 4
- (h) Explain any one job related attitude. 4
3. (a) Define Group. How are groups classified ? Why do people join group ? Discuss. 16

OR

- (b) Discuss group conflict and its types in detail. 16
4. (a) What is Managerial effectiveness ? Explain. 4
- (b) What is democratic style of leadership ? Explain. 4
- (c) Explain the term delegation of authority. 4
- (d) Define the term programmed and non-programmed decisions. 4

OR

- (e) Define and explain the term leadership. 4
- (f) What are the advantages of delegation of authority ? 4
- (g) Define the term decision and explain. 4
- (h) How are delegation and decentralization related ? 4
5. (a) Explain the role of top level management in bringing about organizational change. 16

OR

- (b) Explain the term change occurring at the organization. How do people resist to change in an organization ? 16

