

**MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL**

Paper Code : OEC-IT601B Human Resource Development and Organizational Behavior

UPID : 006594

Time Allotted : 3 Hours

Full Marks : 70

*The Figures in the margin indicate full marks.**Candidate are required to give their answers in their own words as far as practicable***Group-A (Very Short Answer Type Question)**1. Answer *any ten* of the following :

[1 x 10 = 10]

- (i) _____ refers to all the factors that disrupts communication.
 - A. Noise
 - B. Nonsense
 - C. Nobody
 - D. Nowhere
- (ii) The phenomenon whereby an individual in a group will tend to end up agreeing with a strong majority opinion in spite of their own judgement is known as
 - A. Normative influence
 - B. Informative influence
 - C. Critical mass influence
 - D. Bullying influence
- (iii) _____ skills can be described as the ability to get your own way without seeming to be selfish or self-oriented.
 - A. Communication
 - B. Interpersonal
 - C. Political
 - D. Diagnostic
- (iv) _____ uses 'reinforcement and punishment' approach in understanding personality.
 - A. Self-concept theory
 - B. Social learning theory
 - C. Trait theory
 - D. Psychoanalytical theory
- (v) A teacher decides to form six groups of students and assigns a sub – theme to each group for discussion and reporting. Which kind of communication model will best describe his/her strategy in this regard?
 - A. Transactional model
 - B. Interactional model
 - C. Horizontal model
 - D. Linear model
- (vi) According to Tuchman (1965), which of the following is NOT a stage of the life cycle of a group?
 - A. Performing
 - B. Norming
 - C. Reforming
 - D. Storming
- (vii) Fred Luthans, has identified _____ contingencies that must be addressed by managers.
 - A. Three
 - B. Four
 - C. Five
 - D. Eight
- (viii) _____ indicates to what extend individuals identify themselves with the job and when the outcome of the work is attached to self-worth.
 - A. Job satisfaction
 - B. Job involvement
 - C. Organizational commitment
 - D. None of the above

- (IX) Staff must have both qualities: positive motivation and teamwork to work effectively.
- True
 - False
 - None
 - All
- (X) The effectiveness of a leader is dependent upon meeting _____ areas of need within the workgroup:
- One
 - Three
 - Five
 - None of the above
- (XI) There are _____ broad categories of factors that influence the formation of development of personality.
- Two
 - Three
 - Four
 - Five
- (XII) Expressing a message without using words is referred to as
- Non-verbal communication
 - Written communication
 - Oral communication
 - Silent language
- Only 1 and 3
 - Only 1 and 4
 - Only 2 and 4
 - Only 3 and 4

Group-B (Short Answer Type Question)

Answer *any three* of the following :

[5 x 3 = 15]

- Explain the major reasons as per Miles that have strong influence on political orientation of organizations. [5]
- "A skill is an acquired and learned ability to translate knowledge into performance." Explain the basic managerial skills that are required by today's manager in the light of the above statement. [5]
- Explain the characteristics and components of attitude. [5]
- Define Attitude. Why is it necessary for Organizational Behavior studies? [5]
- What do you understand by psychoanalytical theory? How is it different from social learning theory? [5]

Group-C (Long Answer Type Question)

Answer *any three* of the following :

[15 x 3 = 45]

- Explain in detail some of the methodologies for managing political behaviour. [15]
- Define Personality. Discuss the major determinants of personality. Why such knowledge may be useful in managing an organization. [3+7+5]
- Make a comparison between Maslow's and Herzberg's Theory of motivation. [7+8]
- Is as Vroom-Yetton model considered as a contingency theory of leadership? Support your answer with examples and reasons. [15]
- Explain the five stages of group formation. What are the requisites of an effective group? [7+8]

*** END OF PAPER ***