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

Group-B (Short Answer Type Question)

Answer *any three* of the following :

[5 x 3 = 15]

- 2. Explain the major reasons as per Miles that have strong influence on political orientation of organizations. [5]
- 3. "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]
- 4. Explain the characteristics and components of attitude. [5]
- 5. Define Attitude. Why is it necessary for Organizational Behavior studies? [5]
- 6. 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]

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

*** END OF PAPER ***