

**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) What are the benefits of understanding Organizational Behaviour?
- (II) What is the role of expectations in perception?
- (III) What is a secondary group?
- (IV) What is organizational design?
- (V) What is the historical background of organizational behaviour?
- (VI) How do past experiences influence perception?
- (VII) How does perceptual selectivity relate to attention?
- (VIII) What are some barriers to effective communication?
- (IX) What is organizational culture?
- (X) What are some opportunities presented by organizational behavior?
- (XI) How do attitudes influence job satisfaction?
- (XII) How do individual differences influence perception?

**Group-B (Short Answer Type Question)**

Answer any three of the following :

[ 5 x 3 = 15 ]

2. What is Maslow's Hierarchy of Needs Theory? Explain [5]
3. What are the elements of communication process? Explain [5]
4. What are Theory X and Theory Y? Explain [5]
5. Why is feedback important in communication process? Explain [5]
6. How is organizational climate different from organizational culture? Explain [5]

**Group-C (Long Answer Type Question)**

Answer any three of the following :

[ 15 x 3 = 45 ]

7. (a) What is organizational behavior, and how does it impact an organization's success? [ 10 ]  
(b) Can attitudes be changed in the workplace? If yes then how? [ 5 ]
8. Explain with the help of a diagram the five levels of Maslow's Hierarchy of Needs? [ 15 ]
9. (a) What is attitude and how does it affect organizational behavior? [ 8 ]  
(b) What is personality and how does it impact organizational behavior? [ 7 ]
10. (a) What are esteem needs in Maslow's Hierarchy of Needs Theory? [ 3 ]  
(b) How do intrinsic and extrinsic motivation differ, and how can they impact an individual's behavior? Explain [ 12 ]
11. (a) What are the key characteristics of effective leaders, and how do these traits contribute to successful leadership? [ 7 ]  
(b) How can leaders create a culture of trust and transparency within their organizations, and why is this important? [ 8 ]

\*\*\* END OF PAPER \*\*\*