

Bihar Engineering University, Patna
End Semester Examination -2023

Course: B.Tech
Code: 100407

Semester: IV

Time: 03 Hours
Full Marks: 70

Sub:- Human Resource Development & Organizational behaviour

Instructions:-

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **NINE** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question No. 1 is compulsory.

Q.1 Choose the correct answer of the following (any seven Question only): [2 x 7 = 14]

- (a) Choose the correct sequence of steps in the process of establishing planning premise
 - (A) Identifying objectives (B) Setting assumptions
 - (C) Analysing internal and external factors (D) Formulating plans
 - (i) A, C, B, D (ii) A, B, C, D
 - (iii) D, C, B, A (iv) A, C, D, B
- (b) It is the amount of overall positive effect of feeling that individuals have towards.
 - (i) Productivity (ii) Employee turnover
 - (iii) Absenteeism (iv) Job satisfaction
- (c) Which of these is the purpose of recruitment?
 - (i) Make sure that there is match between cost and benefit
 - (ii) Help increase the success rate of the selection process by reducing the number of visibly under qualified or over qualified job applicants.
 - (iii) Help the firm create more culturally diverse work - force
 - (v) None of the above
- (d) Which of the following is not included Human Resource Development?
 - (a) To increase the investment on Industries and roads
 - (b) Expenditure on education and health facilities to increase by more than 3% of national income.
 - (c) Prioritizing social benefit programme.
 - (i) Only (a) (ii) Only (b)
 - (iii) (a) and (c) (iv) (a) and (b)
- (e) All the following statements are true regarding Organizational Behaviour (OB) except
 - (i) OB focuses on observable behaviours
 - (ii) OB deals with internal states such as thinking and perceiving
 - (iii) OB focuses on theoretical management issues rather than practical ones
 - (iv) OB analyzes the behaviour of groups and organizations
- (f) Classical behaviourists attributed learning to the association or connection between which of the following?
 - (i) Stimulus and Response (ii) Response and Stimulus
 - (iii) Modelling (iv) Self-efficiency
- (g) Organizations are social structure composed of highly complex, frequently unpredictable beings called 'humans'. Organization however cannot behave independently of the human beings that compose them.
In the light of given statement, which one of the following activity is **not** related to organizational behaviour
 - (i) Downsizing (ii) Diversity
 - (iii) Information explosion (iv) Knowledge

- (h) Personality can be defined as the sum total of ways in which an individual reacts to and interacts with others. Research has brought out the characteristics of different types of personalities. Which one the following personalities and its characteristics are wrongly matched?
- (i) Extroversion- sociable, talkative and assertive
 - (ii) Agreeableness – Good natured, cooperative and trusting
 - (iii) Conscientiousness – Irresponsible, undependable, unbalanced and indecisive
 - (iv) Emotional stability- Tense, insecure and nervous
- (i) In which role HR manager is responsible to manage the intellectual capital within the firm?
- (i) Strategic Partner Role
 - (ii) Change Agent Role
 - (iii) Employees' Champion Role
 - (iv) Administrative Role
- (j) Performance feedback/coaching, causes of performance deficiencies and Tailor development of individual career path are example of?
- (i) Strategic purpose of Appraisal
 - (ii) Developmental purpose of Appraisal
 - (iii) Informational purpose of Appraisal
 - (iv) Administrative purpose of Appraisal
- Q.2.** Define organizational behaviour. Discuss the evolution of organizational behaviour. [14]
- Q.3** Elaborate on the contributions by F.W. Taylor & Henry Fayol towards the evolution of management thoughts. [14]
- Q.4** (a) Discuss the leadership style that suits the HR Manager of the I.T. industry in the present era. [7]
- (b) Distinguish clearly between intrapersonal and interpersonal conflicts. Quote an example. How does it deteriorate teamwork in the organization? [7]
- Q.5.** Explain the nature, importance and purpose of planning. [14]
- Q.6** (a) Discuss the functions of Trade Unions. What is the impact of globalization on Trade Unions? [7]
- (b) Explain the factors influencing industrial relations. Discuss the difference between traditional industrial and emerging employee relations (HRM). [7]
- Q.7.** (a) List and explain the objectives of workers' participation in management. [7]
- (b) Explain the various forms of collective bargaining. [7]
- Q.8.** Explain the methods of training need assessment. Describe any three methods of executive training. [14]
- Q.9.** Write short note on *any two* of the following: [7x2=14]
- (a) Factors contributing to political behaviour
 - (b) Job satisfaction
 - (c) Performance appraisal rating
 - (d) Induction retention of employees