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47 (Sem-4) OBIPS (4016) N

2022

**ORGANIZATIONAL BEHAVIOUR
AND INDUSTRIAL PSYCHOLOGY**

Paper : BBA-HC-4016

Full Marks : 80

Time : Three hours

***The figures in the margin indicate
full marks for the questions.***

1. Answer the following : $1 \times 10 = 10$

(A) Fill in the blanks :

(i) The pioneer of cognitive learning theory is _____. (B. F. Skinner/Edward Tolman)

(ii) _____ values represent the desirable and end-states of existence of a human being. (Terminal/Instrumental)

(iii) _____ refers to how others are perceiving the individual. (Ideal self/Looking-glass self)

Contd.

(iv) The standards against which the behaviour of group members are evaluated is known as _____.
(group cohesion/group norm)

(v) When a group relies on the others to perform its own job effectively, it is called _____ interdependence. (sequential/reciprocal)

(B) State True **or** False :

(vi) In collaborating conflict management style a typical 'give and take' policy dominates the behaviour of the conflicting parties.

(vii) Norming stage of group development shows the highest level of group maturity.

(viii) Ego represents the conscious part of human personality.

(ix) The hidden self is that aspect of human being which is known to self but not known to others.

(x) Halo effect refers to the tendency of judging people on the basis of a single trait.

2. Answer the following : (**any five**) $2 \times 5 = 10$

(i) State the meaning of Organizational Behaviour.

- (ii) What is Learning?
- (iii) Write the meaning of Perception.
- (iv) Write *any two* determinants of personality.
- (v) Write *any two* advantages of group decision-making.
- (vi) State the meaning of Industrial Psychology.
- (vii) Write *any two* characteristics of attitude.

3. Answer the following : **(any four)**

5×4=20

- (i) Explain various contributing disciplines of OB.
- (ii) What is Type A personality? Explain the Psychoanalytical theory of personality. 2+3=5
- (iii) Elaborate the ways through which we can improve perception.
- (iv) Describe various sources of formation of attitude.
- (v) What are the main objectives of studying industrial psychology? Explain.
- (vi) With the help of a suitable figure, explain the conflict management styles.

4. Answer the following : **(any five)** $8 \times 5 = 40$

(i) Write *any two* points of distinction between Introverts and Extroverts. Explain Erikson's Eight Life stages.

$2+6=8$

(ii) Write in detail about the Perceptual Process.

(iii) State the meaning of Organisational Climate. Explain the characteristics of Organisational Climate.

$2+6=8$

(iv) List out and elaborate the major causes of Organisational Change. Why people resist to Organisational Change?

$4+4=8$

(v) What is Interpersonal Conflict? Elaborate various sources of conflict in an organisation.

$2+6=8$

(vi) Write short notes on :

$4+4=8$

(a) Life Positions

(b) Causes of Perceptual Distortion

(vii) Write *two* points of distinction between Groups and Teams. Explain the Group Decision-Making Process.

$2+6=8$