

Set-1

Full Marks : 70

Time : 3 hours

**Answer Q. No.1 which is compulsory
and any five from the rest**

The figures in the right-hand margin indicate marks

1. Answer the following : 2 × 10

- (i) Define organisational behaviour and state its importance.
- (ii) Name the theories offered to explain the process of learning.
- (iii) How are the people with high self esteem different from the people with low self esteem ?
- (iv) What is halo effect ? State the meaning with examples.
- (v) Give examples of non-verbal communication.
- (vi) What do you mean by entrepreneurship leadership style ?

- (vii) What is stroking? Give one example each of positive and negative strokes.
- (viii) Write any two methods each of past oriented and future oriented performance appraisal.
- (ix) Who is a change agent?
- (x) What is high power distance culture?
2. (a) Discuss the emerging challenges for an OB manager. 5
- (b) How does learning help in solving organisational problems? 5
3. (a) How does locus of control as a personality trait influence the behaviour of managers? 5
- (b) What is perceptual process? How is it managed? 5
4. (a) Why is motivation a critical issue of interest to managers in organisations? 5

- (b) What is grapevine? What are its characteristics? 5
5. (a) State the advantages and disadvantages of group decision making. 5
- (b) How do leaders influence on followers and Vice versa? 5
6. (a) What are the different conflict management styles? When should one use them? 5
- (b) What is Transactional Analysis? What does its three ego states represent? 5
7. (a) How is organisational culture transmitted to employees? 5
- (b) How do organisations evaluate their employees? 5
8. (a) Successful implementation of change process consists of unfreezing, changing and refreezing. Explain. 5
- (b) How does individual behaviour vary across cultures? 5