

8. (a) What is perceptual grouping? Discuss through examples. 5
- (b) What are the conflict management styles? Discuss. 5

Full Marks : 70

Time : 3 hours

Answer any six questions, including Q. No. 1 which is compulsory

*The figures in the right-hand margin indicate marks*

1. Answer *all* the questions : 2 × 10
- (a) State the meaning of the contingency approach to the study of Organisational Behaviour.
- (b) What is Cognitive Theory of Learning?
- (c) State the sociability and interpersonal orientation of an introvert and extrovert.
- (d) What is meant by 'Halo Effect'? Given an example.
- (e) Write the meaning of deficit motivation and growth motivation through examples.

(f) What do you mean by Free-rein style of leadership ?

(g) Give four examples of non-verbal communication.

(h) State the meaning of approach-avoidance conflict with an example.

(i) Write two advantages and two disadvantages of transactional analysis.

(j) What do you mean by culture shock ? Give an example.

2. (a) Why should one study organisational behaviour ? 5

(b) Knowledge of learning is vital for understanding organisational behaviour. Substantiate. 5

3. (a) What determinants go into the development of personality ? 5

(b) State the advantages and disadvantages of ERG theory. 5

4. (a) Why do people join groups ? State the most popular reasons. 5

(b) State the application of managerial Grid technique in an organisation. 5

5. (a) Discuss the three ego states of a person. 5

(b) State the impact of culture on organisations' effectiveness. 5

6. (a) State the limitations of performance appraisal system. 5

(b) State the internal and external reasons for organisational changes. 5

7. (a) Discuss the differences in individual behaviours among cultures. 5

(b) State the opportunities for an OB specialist of today. 5