

Code : 241401

**B.Tech 4th Semester Exam., 2019****ORGANISATIONAL BEHAVIOUR AND  
INDUSTRIAL PSYCHOLOGY**

Time : 3 hours

Full Marks : 70

**Instructions :**

- (i) All questions carry equal marks.  
 (ii) There are **NINE** questions in this paper.  
 (iii) Attempt **FIVE** questions in all.  
 (iv) Question No. 1 is compulsory. It has 10 subsets, attempt any seven.

**1. Fill in the blanks by choosing the correct option :**

- (a) Extinction is a method of controlling \_\_\_\_\_ behaviour. (desirable/undesirable) ✓  
 (b) The essence of power is to \_\_\_\_\_ over the behaviour of others. (guide/control) ✓  
 (c) It is apparent that the undesirable behaviour is eliminated through the threat of \_\_\_\_\_ motivational techniques. (negative/positive) ✓

- (d) \_\_\_\_\_ is a state of human mind which proposes and examines whether individual acts in accordance with the values and standards of the society. (Ego/Superego) ✓  
 (e) Organisational structure depicts the \_\_\_\_\_ relationships of the people in the organisation. (formal/informal) ✓  
 (f) The hierarchy need theory was developed by \_\_\_\_\_. (Maslow/Herzberg) ✓  
 (g) Organisation development is a \_\_\_\_\_ effort to increase an organisation's problem solving and renewed capabilities. (short/long) ✓  
 (h) \_\_\_\_\_ bargaining negotiation technique calls for win win situation for both the parties. (Distributive/Integrative) ✓  
 (i) Noise is a communication \_\_\_\_\_. (barrier/energiser) <http://www.akubihar.com> ✓  
 (j) A number of employees that work together to complete a project or a job are considered as \_\_\_\_\_ group. (command/task) ✓

2. What is communication? Describe the various steps involved in the process of communication.  
 3. What are the theories of personality? Discuss the trait theory.

4. What do you understand by learning? State its characteristics. Discuss the steps involved in learning process.

5. Define team. Describe the various types of team and brief its importance. Distinguish between team and group.

6. Describe the various measures for resolving organisational conflicts.

7. What do you understand by organisational change? Discuss the process involved in planned change.

8. Discuss the nature and scope of organisational behaviour.

9. What do you understand by attitude? Discuss the factors involved in the formation of attitude.

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