

Code : 241301

(2)

B.Tech 3rd Semester Exam., 2018**ORGANISATIONAL BEHAVIOUR AND
INDUSTRIAL PSYCHOLOGY**

Time : 3 hours

Full Marks : 70

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.

1. Answer any seven of the following questions :

2×7=14

- (a) Define perception.
- (b) What do you understand by attitude survey?
- (c) Name any four types of groups.
- (d) Write any two characteristics of an effective team.
- (e) Explain the semantic barriers to communication.

- (f) Mention the difference between values and attitude.
- (g) Define planned change.
- (h) Name any four types of power.
- (i) What do you understand by the concept of leadership?
- (j) List any four needs mentioned in the Maslow's hierarchy.

- 2. Explain the determinants of personality. 14
- 3. Define organization development. What is the need for organization development? 14
- 4. When can we say that learning has taken place in an individual? Discuss the components of learning process. 14
- 5. Define communication. Discuss various components of the model of communication process. 14
- 6. Explain the term 'organization structure'. Differentiate between functional structure and matrix structure. 14
- 7. What is contingency approach to leadership? Discuss Fiedler's approach to leadership. 14

8. Elaborate the factors in the target that affect the perception process. 14
9. Why do conflicts arise in an organization? Discuss any three conflict resolution methods. 14
