

IMBA Semester-4 Examination
IIS_IMBA46
Organizational Behaviour

Time : 2-30 Hours]

April-2024

[Max. Marks : 70]

Instruction:

- 1) The figures on right hand side indicates marks.
- 2) Use of calculators is **NOT Allowed**.

Q1. What is attitude, its features and formation of attitude explain in detail also Write down the definition of attitude given by Munn. [14 marks]

Or

Q1.A. What is the concept of value explain with the help of example, and list the difference between terminal values and instrumental values [7marks]

And

Q1. B. Describe learning with help of learning determinants in detail. [7 marks]

Q2. If an employee is dissatisfied his/her productivity will slow down with time so its important for organisation to keep employees satisfied, keeping in mind above situation explain what is job satisfaction , its key determinants , job dissatisfaction and difference between both? [14 marks]

Or

Q2.A. explain what is learning in organisation and also state determinants of learning? [07 marks]

And

Q.2.B. Describe what is motivation and what is the need of motivation in organisation

[07 marks]

Q:3. There are different theories of motivation given by different authors, explain theories of motivation based on human needs. [14 marks]

Or

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Q3.A. Explain what MBO with the help of its advantages and disadvantage is. [07 marks]

And

Q3.B. Define why do people form and join groups, what are characteristics of a group, and what is meaning of group. [07 marks]

Q4. What is job design, write down its approaches in detail. [14 marks]

Or

Q4.A. write down sources of conflicts and also state its meaning. [07 marks]

And

Q4.B. there are formal groups and informal groups explain types of both.

[07 marks]

Q.5 Choose the following (MCQs) (attempt any 14 out of 16) [14 Marks]

1) Which of the following is true regarding formal groups?

- (a) They are natural formations that arise in response to the need for social contact.
- (b) They lack clearly defined structures and roles for their members.
- (c) They have a negligible impact on employee performance and behavior.
- (d) They are marked by stipulated behaviors in pursuit of organizational goals.

2) An informal group is characterized by the _____

- (a) stipulation of expected behaviors by the organization
- (b) predetermined designation of tasks of members
- (c) pursuit of particular organizational goals
- (d) fulfillment of the need for social contact

3) Motivation includes _____

- a) job enrichment
- b) Job rotation
- c) Job enlargement
- d) all of the above

4) _____ advocated that humans are essentially motivated by levels of needs

- a. Maslow
- b. Follett
- c. Elton Mayo
- d. Ivan Pavlov

5) In order from lowest to highest, what are Maslow's five classes of needs?

- a. Social-esteem-physiological-safety-self-actualization
- b. Physiological-safety-social-self-actualization-esteem
- c. Physiological-safety-social-esteem-self-actualization
- d. Self-actualization-esteem-safety-social-physiological

6) **Salary, and basic working condition will come under _____ Needs**

- a) Safety
- b) Physiological need
- c) social need
- d) Organizational

7) **the attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.**

- a) Behavioural
- b) Cognitive
- c) Affective
- d) Positive

8) **The combination of characteristics or qualities that form an individual's distinctive character" is the definition of _____**

- a) Personality
- b) Motivation
- c) Attitude
- d) behaviour

9) **Every individual is _____ by their personality.**

- a) Intellectual
- b) Specific
- c) Unique
- d) systematic

10) **Outgoing, talkative, social are part of _____ Personality Trait.**

- a) Friendly
- b) Openness to experience
- c) Introversion
- d) Extroversion

11) **Groups created by managerial decision in order to accomplish stated goals of the organization are called**

- a. formal groups
- b. informal groups
- c. task groups
- d. interest groups

12) **A manager with good _____ can make the work place more pleasant**

- a) Communication
- b) knowledge
- c) experience
- d) Interpersonal Skills

13) **"Girls are not good at sports" is an example of**

- a) Perception
- b) Halo effect
- c) Stereotyping
- d) Individual Personality

14) **The definition of communication implies that**

- a. communication is mostly verbal
- b. communication is mostly written
- c. most communication is in a vertical direction
- d. understanding must occur to have communication

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15) Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?

- A. The halo effect
- B. The contrast effect
- C. Projection
- D. Stereotyping

16) According to the scientists of organisational behaviour, how are the organisations?

- A. Dynamic and ever-changing
- B. Researching
- C. Processing
- D. Static

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