

PARUL UNIVERSITY
FACULTY OF ARTS
B.A. Summer 2018 – 19 Examination

Semester: 6
 Subject Code: 15105351
 Subject Name: Organisational Behaviour

Date: 11/04/2019
 Time: 10:30 am to 01:00pm
 Total Marks: 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.**(08)****A. Multiple choice type questions. (Each of 0.5 mark)**

1. The..... level represents the higher needs of human.

(a) safety	(c) shelter
(b) esteem	(d) love
2. Which of the following act stated that the law at first increased the mandatory retirement age from 65 to 70 and then was later amended to eliminate upper age limit together.

(a) pregnancy discrimination act	(c) age discrimination act
(b) civil rights act	(d) none of the above
3. Motivation is a basic process.

(a) physiological	(c) environmental
(b) psychological	(d) none of the above
4. Individual approaches to manage diversity typically takepath(s).

(a) learning	(c) both a and b
(b) empathy	(d) none of the above
5. Which one is not generally considered to be the major dimensions of Management

(a) technical	(c) human
(b) conceptual	(d) organization
6. Important environmental or contextual dimensions for organizational behavior includes:

(a) globalization	(c) ethics
(b) diversity	(d) all of the above
7.motives are internally generated.

(a) intrinsic	(c) both a and b
(b) extrinsic	(d) none of the above
8. Having the high tolerance for ambiguity and strong task and technical orientation, describes which style of decision making

(a) directive style	(c) behavioral style
(b) analytical style	(d) conceptual style
9. The ways of making selection phase are

(a) judgment of the decision maker	(c) both a and b
(b) analysis of the alternatives	(d) none of the above
10. Which of the following brings job satisfaction to employee

(a) work itself	(c) coworker
(b) promotion	(d) all of the above
11. Which of the following are the organizational approaches to managing diversity?

(a) testing	(c) mentoring
(b) training	(d) all of the above
12. Group stressors can be categorized into the area of

(a) lack of group cohesiveness and lack of social support	(c) both a and b
(b) organizational process and working condition	(d) none of the above
13.approach emphasizes the positive and freewill aspect of human behavior.

(a) behavioristic	(c) social cognitive
(b) cognitive	(d) none of the above
14. Stress is normal and often quite healthy.

(a) True	(b) False
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15. The change master is a person or organization adept at the art of anticipating the need for and of leading productive change.

(a) True

(b) False

16. Restraining forces represent the obstacles to the desired change.

(a) True

(b) False

B. Terms. (Each of 01 mark)

(07)

1. **Define Organizational development.**
2. **Define Motivation.**
3. **Define Communication.**
4. **Define Stress.**
5. **Define Social perception.**
6. **Define Self-esteem.**
7. **Define Incentive.**

Q.2 Answer the following.

A. Explain basic motivation process.

(04)

B. Explain in detail interpersonal conflict in organization.

(04)

C. Describe the features of multicultural organization.

(04)

OR

C. Explain in detail the process of change in organization.

(04)

Q.3 Answer the following.

A. Discuss five major reasons for the emergence of diversity at workplace.

(05)

B. Discuss equity theory of work motivation.

(05)

C. Short note on decision making styles.

(05)

OR

C. Individual coping strategies

(05)

Q.4

A. Discuss Herzberg's Two-Factor theory of Motivation.

(06)

B. Explain organizational approaches to manage diversity.

(06)

C. Short note on Big Five personality traits.

(06)

OR

C. Explain in detail resistance to change in organization.

(06)