

- (d) What are the characteristics of Type-B personality ?
- (e) What do you mean by affection-based attitude ?
- (f) Outline the need hierarchy suggested by Maslow.
- (g) What is meant by 'hot store rule' ?
- (h) State Fiedler's contingency approach.
- (i) What is meant by Charismatic leadership ?
- (j) What do you understand by 'grapevine' ?

2. What are the principles of management as advocated by Henri Fayol ? Do you think all these principles are relevant in today's organization ? 10

3. Explain the various theories of personality and distinguish between descriptive and predictive theories. 10

4. What are the different tools for attitudinal measurement from an organizational point of view, discuss in detail atleast two measurement tools with due emphasis on their relative merits or demerits ? 10

5. Briefly describe the communication process model. Select a communication problem and determine the cause (or causes) by applying the model in your analysis. 10

6. What is Fiedler's theory of leadership ? Apply it to cases of leaders you have known, do you perceive it as being accurate ? 10

7. Explain McClelland's theory of motivation. How does it fit into a system approach ? What does the impact of organisation climate show ? 10



8. What is organisational change ? Use Kart Lewin's force field analysis to describe the dynamics of organisational change. 10



Total number of printed pages – 4

B.Tech / B. Pharm (Old)

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## Fourth Semester Examination – 2009

### ORGANISATIONAL BEHAVIOUR

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 which is compulsory and any five from the rest.

The figures in the right-hand margin indicate marks.

1. Answer the following questions : 2×10
- (a) Mention McKinsey's 7-S framework.
  - (b) What are the characteristics of excellent organisation as identified by Peters and Waterman ?
  - (c) What do you mean by operant conditioning ?