

MASTER OF SOCIAL WORK
FOURTH SEMESTER
ORGANIZATIONAL BEHAVIOUR
MSW – 403C
[USE OMR FOR OBJECTIVE PART]

**SET
A**

Duration : 3 hrs.

Full Marks : 70

(Objective)

Time: 30 min.

Marks: 20

Choose the correct answer from the following:

1X20=20

1. Organizational behavior is the study of human behavior in
 - a. Organizational setting
 - b. Industrial setting
 - c. Institutional Setting
 - d. All of the above
2. Organizational Behaviour is a Field
 - a. Multi disciplinary
 - b. Inter - disciplinary
 - c. None of the above
 - d. All of the above
3. Organization Structure Primarily Refers to
 - a. How activities are coordinated & controlled
 - b. How resources are allocated
 - c. The policy statement developed by the firm
 - d. The location of department and office space
4. According to Herzberg , which of the following is a maintenance factor.
 - a. Recognition
 - b. Responsibility
 - c. Salary
 - d. None of the above
5. Contributions of Human Relation Movement is/ are
 - a. Great Depression
 - b. Labour Movement
 - c. Hawthorne studies
 - d. All of the above
6. Forces affecting OB are
 - a. People
 - b. Environment
 - c. Technology
 - d. All of the above
7. Hawthorne Studies is related to which stages of the organizational behavior evolution
 - a. Industrial Revolution
 - b. Scientific management
 - c. Human Relation Movement
 - d. Organizational behavior
8. Organizational Behavior is a
 - a. A science
 - b. An art
 - c. A science as well as an art
 - d. All of the above

9. The field of organizational behavior examines such questions as the nature of leadership , effective team development , and
 - a. Interpersonal conflict resolution, motivation of individual
 - b. organizational control , conflict management
 - c. Motivation of individual , planning
 - d. Planning , development
10. The filed of organizational behavior is primarily concerned with
 - a. the behavior of individual and group
 - b. How resources are effectively managed
 - c. Control processes and interaction between organization , external context
 - d. Both a and c
11. 'Might is Right' is the motto of
 - a. Autocratic Model
 - b. Custodial Model
 - c. Collegial model
 - d. Supportive model
12. OB focuses at three levels
 - a. individuals, organization, society
 - b. Society , organization, nation
 - c. Employee, employer , management
 - d. Individual , group , organization
13. advocated that humans are essentially motivated by levels of needs
 - a. Maslow
 - b. Freud
 - c. Follet
 - d. Ivan Pavlov
14. is recognised as father of "Human Relations"
 - a. William Gilbert
 - b. Henry Fayol
 - c. F.W Taylor
 - d. Elton Mayo
15. The Hawthorne Experiment was conducted by
 - a. William Gilbert
 - b. Henry Fayol
 - c. F.W Taylor
 - d. Elton Mayo
16. OB helps to understand behavior of human in.....
 - a. Work place and society
 - b. Work place only
 - c. Department only
 - d. society only
17.Is the study of individual behavior
 - a. Anthropology
 - b. Psychology
 - c. Sociology
 - d. Mathematics
18. A satisfied employee will be a
 - a. Motivator to others
 - b. Manager
 - c. High performer
 - d. Team leader
19. Every individual isby their personality
 - a. Unique
 - b. specific
 - c. Systematic
 - d. None of the above

20. Who is the developer of 'TWO FACTOR THEORY'
- a. Herzberg
 - b. Maslow
 - c. Freud
 - d. Henry Fayol

-- --- --

(**Descriptive**)

Time : 2 hrs. 30 mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

1. Define Organizational Behavior and write its components 5+5=10
2. Write about the Scope and Approaches of OB . 5+5=10
3. Explain the Human Relation Movement . 10
4. Write a short note on Contingency Approach and Human Resource Approach. 5+5=10
5. Write the Meaning of motivation. How will you as an HR will motivate your employees to work efficiently . Support your answer with an example 2+8=10
6. Define Leadership. Provide 5 types of leadership style with example. 2+8=10
7. Explain the Mc Gregor's theory . 10
8. Explain Two factor Hygiene Maintenance Theory 10

= = *** = =