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Total Number of Pages : 01

B.Tech
HSSM3205

4th Semester Back Examination 2018-19
ORGANISATIONAL BEHAVIOUR
BRANCH : CIVIL
Time : 3 Hours
Max Marks : 70
Q.CODE : F506

Answer Question No.1 which is compulsory and any FIVE from the rest.
The figures in the right hand margin indicate marks.

- Q1** Answer the following questions : (2 x 10)
- a) What is culture shock?
 - b) State two differences between Group and Team.
 - c) Define the term Learning.
 - d) What do you mean by stereotyping?
 - e) What is Transactional analysis?
 - f) State the different types of conflict.
 - g) Who is called a transformational leader?
 - h) Define grapevine communication.
 - i) What is 360 degree performance appraisal?
 - j) List out the factors affecting personality.
- Q2** a) Explain different types of OD techniques. (5)
b) Distinguish between leader and manager. (5)
- Q3** a) Explain the group development stages. (5)
b) Analyze the factors affecting interpretation in the perceptual process. (5)
- Q4** a) Explain the primary characteristics of organizational culture. (5)
b) Illustrate various types of formal communications in organization. (5)
- Q5** a) Suggest ways to overcome the resistance to change. (5)
b) Explain the various sources of recruitment. (5)
- Q6** Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory. Discuss the satisfaction-progression concept. (10)
- Q7** Do you think the knowledge of OB is really required for a manager? Justify with examples. (10)
- Q8** Write short answer on any TWO : (5 x 2)
- a) Lewin's change process
 - b) Operant conditioning in Learning
 - c) Performance appraisal