**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (SPRING) 2020**

**DHR 102 : ORGANISATIONAL BEHAVIOUR**

Time: **3 Hours** Total Marks: **70**

*The figures in the right-hand margin indicate marks for the individual question.*

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1. Answer the following questions: 1x3=3

1. The needs are arranged in a hierarchy of importance, ranging from the lowest need to highest need level. This is a part of Interpersonal conflict resolution; motivations of individuals. Choose the correct option:
2. Herzberg’s two factor theory
3. Maslow’s Need Hierarchy Theory
4. Alderfer’s ERG theory
5. McClelland’s Theory
6. Which of the following factors cannot facilitate in the increase of cohesiveness of the work group?
7. Agreement on group goals
8. Frequency of interaction
9. Personal attractiveness
10. Inhibition effect
11. Identifying an individual on the basis of one trait is known as \_\_\_\_\_\_\_\_\_\_\_\_.

2. Answer **any six** of the following questions: 2x6=12

1. What are heterogeneous group?
2. Explain the concept of learning.
3. Identify weaknesses of group decision making.
4. What is organizational culture?
5. Identify two reasons for job stress.
6. What is synergy?
7. What is group cohesion?

3. Answer **any five** of the following questions: 5x5=25

1. What is Type B personality?
2. What are the symptoms of groupthink and group shift?

**P.T.O.**

1. Discuss the importance of informal communication network in an organisation.
2. Explain the factors which affect individual performance.
3. Examine the symptoms of job stress and its remedy.
4. What are the barriers to an effective communication?
5. How power and politics are related to each other?

4. Answer **any three** of the following questions:

1. What are the basic approaches to study Organisational Behaviour? 10
2. Perception is more cognitive rather than a sensory process. Comment on this statement. 10
3. How attitudes are formed? Can attitude be changed? 7+3=10
4. Explain the five big personality traits in detail 10
5. What is learning? Discuss the application of classical conditioning principles at work. 3+7=10

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