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SEAT No. _____

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SARDAR PATEL UNIVERSITY

M.S.W. EXAMINATION

MARCH-APRIL 2019

DATE: 19.3.2019

SEMESTER: IV

DAY: TUESDAY

SESSION: EVENING

TIME: 02:00 PM TO 05:00 PM

TOTAL MARKS: 70

SUBJECT TITLE: ORGANIZATIONAL BEHAVIOUR & EMPLOYEE DEVELOPMENT

SUBJECT CODE: PA04CMSW21/05

Q.: 1 MULTIPLE CHOICE QUESTIONS:

(10)

1. Who is most associated with the Hawthorne studies?
 - a) Prof. Elton Mayo
 - b) Peter Drucker
 - c) Prof. Hawthorne
 - d) Max Weber
2. Communication begins with _____.
 - a) Decoding
 - b) Encoding
 - c) Idea origination
 - d) Channel Selection
3. Which of the following is not a part of the basic framework for analyzing Organizational Behaviour Issues?
 - a) The Process of Management
 - b) Organizational Context
 - c) Gender & Ethnic Differences
 - d) Behaviour of people
4. Attitude is a _____.
 - a) Tendency to react positively
 - b) Tendency to react in a certain way
 - c) Tendency to react negatively
 - d) All of the above
5. Fundamental concepts of Organizational Behaviour revolve around _____.
 - a) The nature of human beings
 - b) The working of human beings
 - c) Both 'a' and 'b'
 - d) None of the above
6. Which is NOT a dimension in Maslow's Hierarchy of Needs?
 - a) Ego
 - b) Physiological
 - c) Safety
 - d) Esteem
7. Which of the following is NOT a characteristic of an organizational culture?
 - a) Outcome orientation
 - b) Innovation and risk taking
 - c) Assertiveness
 - d) Attention to detail

8. Which of the following forms the basis for the Collegial Model of Organizational Behaviour?

- a) Power
- b) Economic Resources
- c) Partnership
- d) Leadership

9. What are the characteristics of a programmed decision?

- a) Complex and Risky
- b) Low risk and Certain
- c) Uncertain and Non-routine
- d) Routine and Non-complex

10. What was the key finding of the Hawthorne studies?

- a) Power of the social group is influencing individual behaviour particularly group norms
- b) People work better when they are being observed all the times
- c) Workers are irrational & need stronger management control
- d) None

Q.2 Enlist Theories of Motivation. Briefly discuss Process Theories of Motivation in detail. (15)

OR

Q.2 Write detail note on Managing Diversity.

Q.3 What is Job Design? Discuss various Approaches to Job Design. (15)

OR

Q.3 Discuss Models of Organization Behaviour in detail.

Q.4 Write an essay on Decision Making. (15)

OR

Q.4 Narrate Hawthorne Studies in detail.

Q.5 Write Short Notes: (Any Two) (15)

1. Communication
2. Reward System
3. Maslow's Theory on Motivation
4. Ethics and ethical behaviour in organizations