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SEAT No. _____

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SARDAR PATEL UNIVERSITY

MSW IVth Semester Examination – 2018 (NC)

Paper Code: PA04CMSW05

Paper: Organizational Behaviour & Employee Development

Date: 22.10.2018

Day: Monday

Time: 02:00pm – 05:00pm

Total Marks: 70

Q.1 Multiple choice Questions

(10)

1. The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:

- A) The human factor B) Employee attitudes
C) The workers social situations D) All of the above

2. The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.

- A) Participative B) Delegative C) Authoritarian D) All of the above

3. Work attitudes can be reflected in an organization through

- A) Job satisfaction B) Organizational commitment
C) Both 'A' and 'B' D) None of the above

4. The model(s) of Organizational Behaviour is (are):

- A) Autocratic B) Custodial C) Supportive D) All of the above

5. At the Norming stage, the team is involved in defining

- A) Goals B) Roles C) Relations D) All of the above

6. Identify the steps involved in achieving improvement in communication within the organization.

- A) Sending messages, Use of multiple channels, Promoting inter-group communication
B) Simple messages, Use of multiple channels, promoting inter-group interaction
C) Simple messages, Use of multiple channels, promoting inter-group communication
D) Simple messages, Use of multiple methods, promoting inter-group communication

7. The philosophy that guides an organization's policies towards its employees and customers is an important part of

- A) Management strategy B) Organization behaviour
C) Organizational culture D) Organization development

8. Feature(s) of Maslow's need hierarchy theory is (are):

- A) Theory of human motives B) Classifies basic human needs in a hierarchy
C) Theory of human motivation D) All of the above

9. Organizational Structure primarily refers to

- A) How resources are allocated B) How activities are coordinated and controlled
C) The location of departments and office space D) The policy statement developed by the firm

10. A major problem with a task force type of management is

- A) There is no logical basis for task force information B) Its status is too inflexible
C) Accountability D) Lack of Planning

Q.2 Define Organizational Behaviour and explain Nature and critical bases. (15)

OR

Q.2 Explain Emerging organizations in respect to Information base, total quality and organizations with examples.

Q.3 Explain Contemporary challenges; diversity and ethics in Organizational Behaviour. (15)

OR

Q.3 Explain Learning processes, Reward System and Behavioural Management with examples.

Q.4 Explain Macro perspective of organizational Behaviour. (15)

OR

Q.4 Explain Micro- Perspective of Organizational behaviour with example.

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

1. Hawthorns Studies
2. Managing diversity
3. Motivation
4. Decision making