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SEAT No. _____

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Sardar Patel University
External Examination –MSW (HR) IVth Semester
Subject : PA04CSHR21 Organisational Behavior

Date : 19-3-2019
Tuesday

Marks : 70

Time : 2pm to
5pm

Q.1 Multiple Choice Questions (10) Marks

- 1 In which year the Hawthorne Studies were started?
(a) 1924
(b) 1925
(c) 1926
(d) None of the above
- Q.2 Halo Effect is very similar to
(a) Impression Management
(b) Self presentation
(c) Stereotyping
(d) Illusions
- Q.3 The ability to put oneself in another place and see things from that person viewpoint is called as
(a) Learning
(b) Empathy
(c) Testing
(d) None of the above
- Q.4 In which year Davis was presented an Organisational Model?
(a) 1964
(b) 1965
(c) 1966
(d) 1977
- Q.5 Participative Decision techniques can generate a great deal of.....
(a) Communication
(b) Production
(c) Transformation
(d) Motivation
- Q.6 "Might is Right" is the motto of which Organization Models?
(a) Autocratic
(b) Custodial
(c) Supportive
(d) Collegial
- Q.7 ----- is a systematic study of actions and attitudes that people exhibits in the organization..
(a) Organizational Learning
(b) Organisational Behavior
(c) Organisational Effectiveness
(d) None of the above
- Q.8 Which models provide an employee to depend on organization

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(P.T.O.)

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rather than boss?

- (a) Supportive
- (b) Collegial
- (c) Custodial
- (d) System

Q.9 The Work Place is

- (a) Physical System
- (b) Social System
- (c) Both A & B
- (d) None of the above

Q.10 ----- Is presented as an important cognitive process in understanding of Organisational Behavior

- (a) Sensation
- (b) Perception
- (c) Transformation
- (d) None of the above

Q.2 Define Organisational Behavior. Discuss its Goals, Characteristics and Models.

(15) Marks

OR

Q.2 Write a note on "Organisational Culture"

Q.3 Write an essay on "Managing Diversity in an Organization"

(15) Marks

OR

Q.3 Enumerate the Ethics and Ethical Behavior in an Organisation.

Q.4 Define Motivation . Discuss the theory of Maslow Hierarchy Need

(15) Marks

OR

Q.4 Discuss Buecratic Model of Organisational Design

Q.5 Write Short Notes (Any two)

(15) Marks

1. Empathy
2. Supportive Model
3. Total Quality Management
4. Decision-making

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(2)