Mgt/I/H02/09 — II

2008-09

Time : 3 hours

Full Marks : 80

*Candidates are required to give their answers in
their own words as far as practicable.*

The figures in the margin indicate full marks.

*Answer from **both** the Groups as directed.*

Group – A

(Compulsory)

Answer **all** questions :   2×10 = 20

1. Write True / False :

    (a) In single loop learning errors corrected using
         past routines present policies.

    (b) The person assumes the responsibilities for
         managing change activities is called change
         agents.

EL – 21/1   (Turn over)

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(c) A force that hinders movement from the existing equilibrium is driving forces.

(d) OB uses systematic study to improve predictions of behaviour that would be made from institution alone.

(e) A salesman remembering the norms of customer comes under perceptual ability.

(f) Classical conditioning allows individual to respond with the same stimuli that would not ordinarily produce.

(g) In social learning people can learn through observations and direct experiences.

Fill in the blanks :

(h) The degree to which people believe they are masters of their own fate is called _____.

(i) Judgment of perception of group to the person belongs is called _____.

(j) Two-factor theory of motivation founded by _____.

Group – B

(Long Type Questions)

Answer any **four** questions.

2. "Transparency" will improve the corporate culture. What does it mean and how will ethic improve these conditions ? 15

3. Define organizational citizen. What organization has to do for showing social responsibility ? 15

4. What do you mean by expectancy theory ? What are its limitations ? 15

5. What is self perception theory ? How does it increase our ability predict behavior ? 15

6. What are five steps of behavioral modifications ? 15

7. Compare and contrast Maslow's hierarchy of needs theory with : 15

   (a) Erg theory

   (b) Hertzberg's two factor theory

8. What do you mean by learning ? Define. 15

9. Explain, with example, that feelings of inequality act as motivator. 15

10. All decisions are ethical decision. Explain with two examples. 15

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