No. of Printed Pages—2

403 (POB)

[20-HKPGDEO–M2S(O)21J]

PGDHRM 2nd Semester (Old) Exam., 2020

PRINCIPLES OF ORGANIZATIONAL BEHAVIOUR

[PGDHRM (S2) 05]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer any *five* from the following questions (each in around *50* words) : 2×5=10

(a) What is meant by group morale?

(b) State any two characteristics of MIS.

(c) Define ability.

(d) Define learning.

(e) Define MIS.

(f) What is employee morale?

2. Answer any *three* from the following questions (each in around *150* words) : 4×3=12

(a) Briefly explain the importance of leadership in management of an organization.

(b) Explain how MIS helps in the functioning of the personnel department.

(c) Briefly explain the theory of classical conditioning.

(d) Explain any four merits of MIS.

3. Answer any *three* from the following questions (each in around *250* words) : 6×3=18

(a) Explain the three different styles of leadership.

(b) What is attitude? Explain how attitudes are formed. 2+4=6

(c) As a manager of an organization, explain the methods at your disposal to evaluate employee morale.

(d) Explain self-theory.

4. Answer any *four* from the following questions (each in around *500* words) : 10×4=40

(a) "There are a number of factors operating both within and outside the organization which cause change to take place." Discuss the relevance of this statement in the light of the forces impacting change.

(b) Explain the four management system proposed by Likert.

(c) Explain the steps involved in designing MIS.

(d) "Success of an organization, to a great extent, depends on morale of its workforce." Explain the statement in the light of the relationship between employee morale and productivity and measures to improve employee morale.

(e) Define organizational culture. Do organizations have uniform cultures throughout? Discuss. 2+8=10

★★★