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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

B.Tech

SEM: VII - THEORY EXAMINATION (2024 - 2025)

Subject: Human Psychology and Organizational Behaviour

Time: 3 Hours

Max. Marks: 100

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

20

1. Attempt all parts:-

1-a. _____ is the process of stimulating people to actions to accomplish the goals.CO1 (K1) 1

- (a) Bonus
- (b) Motivation
- (c) Performance-based Incentive
- (d) Promotion

1-b. _____ is the degree to which employees believe the organization values their contribution and cares about their well-being.CO1 (K1) 1

- (a) Psychological empowerment
- (b) Employee engagement
- (c) Perceived organizational support
- (d) Organizational commitment

1-c. _____ is not a Process Based Theory of motivation.CO2 (K2) 1

- (a) Mc Clelland's theory
- (b) Porter Lawler theory
- (c) Stacy Adams theory
- (d) Vroom's theory

1-d. Maslow's "basic needs" are also known as _____ needs.CO2 (K2) 1

- (a) Social

- (b) Safety
 - (c) Esteem
 - (d) Physiological
- 1-e. _____ of the following is NOT the direct method to solve intergroup conflicts.CO3 (K2) 1
- (a) Persuasion
 - (b) Problem Solving
 - (c) Removing key person in conflict
 - (d) Domination by management
- 1-f. _____ modes or approaches of Conflict Management Styles are there.CO3 (K2) 1
- (a) 5
 - (b) 3
 - (c) 4
 - (d) 6
- 1-g. In group dynamics, what is the term for the strengthening of a group prevailing opinions through discussion within the group.CO4 (K2) 1
- (a) Social facilitation
 - (b) Group polarization
 - (c) Social loafing
 - (d) Conformity
- 1-h. In the forming stage of group development, members:CO4 (K2) 1
- (a) Establish strong relationships
 - (b) Experience conflict and disagreement
 - (c) Develop a sense of cohesion
 - (d) Clarify goals and tasks
- 1-i. In Operant Conditioning, the specific object or event that influences behavior is the _____.CO5 (K4) 1
- (a) Response
 - (b) Stimulus
 - (c) Consequence
 - (d) Dikembe Mutombo
- 1-j. The process of arming the employees of organization with technology tools, to get the jobs done is called _____.CO5 (K1) 1
- (a) workplace flexibility
 - (b) work hour flexibility
 - (c) work week flexibility
 - (d) contributory flexibility

2. Attempt all parts:-

2.a.	State the importance of locus of control.CO1 (K1)	2
2.b.	Explain Equity theory in brief.CO2 (K1)	2
2.c.	List two common causes of conflict within teams in the workplace.CO3 (K1)	2
2.d.	Name five dysfunction of a team.CO4 (K2)	2
2.e.	Enlist traits of an effective leader.CO5 (K2)	2

SECTION-B

30

3. Answer any five of the following:-

3-a.	Elaborate on the theoretical framework of Organisational Behaviour.CO1 (K4)	6
3-b.	Elaborate on the major challenges faced by the management in the field of OB.CO1 (K4)	6
3-c.	Discuss the types of motivation with examples.CO2 (K1)	6
3-d.	Explain the relevance of Transactional analysis in interpersonal effectiveness.CO2 (K2)	6
3.e.	Discuss the Organizational Factors under the sources of stress.CO3 (K1)	6
3.f.	Describe typical characteristics of informal groups .Provide examples of informal groups in various settings.CO4 (K2)	6
3.g.	Discuss the leadership styles with examples.CO5 (K2)	6

SECTION-C

50

4. Answer any one of the following:-

4-a.	Perception affect learning and selective perception influence decision making. Elaborate with example.CO1 (K4)	10
4-b.	Discuss the contribution of Organisation Behaviour in managing employees in a business firm.CO1 (K1)	10

5. Answer any one of the following:-

5-a.	Explain the process of Motivation with the help of a diagram and example. List the ways by which an individual can be intrinsically motivated.CO2 (K2)	10
5-b.	Discuss the different ego states with appropriate examples in Transactional Analysis.CO2 (K2)	10

6. Answer any one of the following:-

6-a.	Explore the relationship between organizational culture and conflict. Discuss how an organization & culture can foster a positive conflict resolution environment or contribute to dysfunctional conflicts. Provide examples and recommendations for creating a conflict-resilient culture.CO3 (K6)	10
6-b.	Examine the importance of communication in managing stress within organizations. Discuss how effective communication channels and strategies can alleviate stress and foster a positive work environment. Provide examples and recommendations.CO3 (K4)	10

7. Answer any one of the following:-

7-a.	Discuss the role of social networks and relationships in power distribution within	10
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organizations. How can network centrality affect one access to power.CO4 (K4)

- 7-b. Discuss the concept of empowerment in organizations. How can empowering employees enhance their job satisfaction and performance.CO4 (K2) 10

8. Answer any one of the following:-

- 8-a. Explain the process of planned change in organizations. Provide a comprehensive overview, including key stages, strategies, and challenges involved.CO5 (K4) 10

- 8-b. Discuss the primary factors contributing to resistance to change in organizations and propose concise strategies for managing and overcoming this resistance.CO5 (K1) 10

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