



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program / Sixth Semester – 2019

Paper: Organizational Behaviour & HRM

Course Code: GS-311 Part – I (Compulsory)

Time: 15 Min. Marks: 10

Roll No. in Fig.

Roll No. in Words.

Signature of Supdt.:

ATTEMPT THIS PAPER ON THIS QUESTION SHEET ONLY.

Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

Q.1. Encircle the correct choice.

(1x10=10)

1. "----- are social inventions for accomplishing goals through group efforts"
a. Management b. Organization c. Leadership d. Behavior
2. Which of the following is/are the key features of organization
a. Social invention b. Accomplishing goals c. Group efforts d. All of these
3. A study of human behavior in organizational settings is
a. Individual behavior b. Group behavior c. Organizational behavior d. None of these
4. Scientific Management approach is developed by a. Elton Mayo b. Henry Fayol c. F.W. Taylor d. A. Maslow
5. Who proposed "bureaucratic structure" is suitable for all organization a. Elton Mayo b. Henry Fayol c. F.W. Taylor d. Max Weber
6. "Hawthorne experiment" which was a real beginning of applied research in OB was conducted by a. Elton Mayo b. Henry Fayol c. F.W. Taylor d. Max Weber
7. Process or administrative theory of organization is being given by a. Elton Mayo b. Henry Fayol c. F.W. Taylor d. Max Weber
8. Whose concept states that interpersonal and human relations may lead to productivity a. Elton Mayo b. Henry Fayol c. F.W. Taylor d. Max Weber
9. Today's organization are
a. Open system b. Closed system c. Open as well as closed d. None of these
10. Organization Behavior is
a. An interdisciplinary approach b. A humanistic approach c. Total system approach d. All of

10



ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

2. Compare and contrast Maslow's Hierarchy of needs theory with Herzbergs two factor theory.10

3. Write short note on:

a) Theories of Motivation b) Importance of Motivation. 10

4. "A good leader is not necessarily a good manager" Discuss this statement and compare leadership with management. 10

5. Discuss conflict resolution techniques? What are the strengths and weaknesses of each? 10

6. Define following terms

a). social organizations

b). Performance appraisal

c).informal organization

d).motivation. 10