

2019

**BUSINESS ADMINISTRATION — HONOURS****Seventh Paper****Group - B****(Organisational Behaviour)****Full Marks : 50***The figures in the margin indicate full marks.**Candidates are required to give their answers in their own words  
as far as practicable.*Answer **question no. 1** and **any two** from the rest.

1. (a) Explain with a diagram Maslow's Theory of Hierarchy of Needs.
- (b) Discuss Herzberg's theory of Motivation. How does Herzberg's theory expand upon Maslow's Theory? 10+10
2. (a) Why are groups formed?
- (b) Explain the 5 stage model of group formation. 7+8
3. (a) Differentiate between trait and behavioural theory of leadership.
- (b) How is positive reinforcement theory useful in learning? 7+8
4. (a) What are the major components of attitude?
- (b) What are the personality types identified by Holland? Explain each in brief. 7+8
5. (a) Discuss the 3 step model of organisational change.
- (b) What is the appropriate method of communication in a global business and why? 7+8