

**R16**

Code No: 138GN

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD**

**B. Tech IV Year II Semester Examinations, September - 2020**

**ORGANIZATIONAL BEHAVIOUR**

**(Common to CE, ME, ECE)**

**Time: 2 hours**

**Max. Marks: 75**

**Answer any Five Questions  
All Questions Carry Equal Marks**

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1. Describe briefly Hawthorne studies. What were the major implications of Hawthorne studies? What were the insights provided by the studies? [15]
- 2.a) What are the major characteristics of diversity?  
b) What is 'closure' principle in perceptual grouping? Illustrate your answer with example. [15]
- 3.a) What are the three 'ego states' according to transactional analysis theory? Describe them briefly.  
b) What are primary motives? [15]
- 4.a) What are the major factors influencing job satisfaction?  
b) What is the significance of 'blind arena' of Johari window? [15]
- 5.a) What are the forms of intra individual conflicts?  
b) What are the phases of decision making? [15]
- 6.a) Distinguish between authority and power.  
b) How does coercive power differ from legitimate power? [15]
- 7.a) What is cross functional team?  
b) What is groupthink? What are its symptoms? [15]
- 8.a) What is the role of reinforcement and punishment in learning?  
b) What is the importance of concern for QWL in job design? [15]

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