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Paper Code		
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(To be filled in the OMR Sheet)		

प्रश्नपुस्तिका क्रमांक  
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज  
Question Booklet Series  
**A**

## BCA (Second Semester) Examination, July-2022

### BCA-2003

### Organization Behavior

Time : 1:30 Hours

Maximum Marks-100

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- निर्देश : —**
- परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही- सही भरे, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
  - इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा किसी प्रश्न का एक से अधिक उत्तर दिया जाता है, तो उसे गलत उत्तर माना जायेगा।
  - प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
  - सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
  - ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
  - परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी ओ०एम०आर० शीट उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
  - निगेटिव मार्किंग नहीं है।
- महत्वपूर्ण : —** प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।

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1. Internal factors affecting perception include-
  - (A) Sensory Limits
  - (B) Psychological Factors
  - (C) Both
  - (D) None of these
2. Perception process starts with-
  - (A) Conceptual output
  - (B) Perceptual inputs
  - (C) Work type
  - (D) None of these
3. Turnover, Productivity are the factors of- job satisfaction-
  - (A) Personal Characteristics
  - (B) Work Behaviour
  - (C) Organization work environment
  - (D) None of these
4. It is the end stat of feeling-
  - (A) Job Enrichment
  - (B) Job satisfaction
  - (C) Both
  - (D) None of these
5. What are the elements of personality?
  - (A) Stable Characteristic
  - (B) Reputedly accruing
  - (C) Both (A) & (B)
  - (D) None of these
6. The source of accruing attitude are-
  - (A) Family
  - (B) Nabors hood
  - (C) Association
  - (D) All of these

7. Which is not assign of high moral and high productivity?
  - (A) Lot of Tension
  - (B) Confidence
  - (C) Good work
  - (D) None of these
8. Herzberg's two factor theory is associated with-
  - (A) Motivation
  - (B) Communication
  - (C) Salary
  - (D) None of these
9. Goals of Organizations Behaviour include-
  - (A) Understand own behavior
  - (B) Understand others behavior
  - (C) Predicating and control of group behavior
  - (D) All of the above
10. Autocratic Model depend on \_\_\_\_\_.
  - (A) Rewards
  - (B) Support
  - (C) Power
  - (D) None of these
11. Organizational Behavior helps in \_\_\_\_\_.
  - (A) Effective use of Human Resource
  - (B) Understand Organization
  - (C) Maintain Good Organization Culture
  - (D) All of the above
12. Which one of these is not the features of Organizational Behavior?
  - (A) Goal Oriented
  - (B) Human Tool
  - (C) Science and Art
  - (D) Software Programme

13. Distance between two social systems known as \_\_\_\_\_.  
(A) Cultural Shock  
(B) Cultural Change  
(C) Cultural Contingencies  
(D) None of the above
14. Diversity of Organization Behaviour can be in \_\_\_\_\_.  
(A) Cultural  
(B) Global  
(C) Both (A) and (B)  
(D) None of the above
15. Anthropology is the science of mankind and the study of human behaviour as a whole-  
(A) True  
(B) False  
(C) Both  
(D) None of these
16. The philosophy that guides an organization's policies towards its employees and customers is an important part of-  
(A) Management strategy  
(B) Organisation behaviour  
(C) Organisational culture  
(D) Organisation development
17. Organisation structure primarily refers to-  
(A) How activities are coordinated & controlled  
(B) How resources are allocated  
(C) The location of departments and office space  
(D) The policy statements developed by the firm
18. A major problem with a task force type of management is-  
(A) There is no logical basis for task force information  
(B) Its status is too inflexible  
(C) Accountability  
(D) Lack of planning

19. Communication begins with-
- (A) Encoding
  - (B) Decoding
  - (C) Channel Selection
  - (D) Sender
20. \_\_\_\_\_ embodies a team concept, is based on the principle of mutual contribution by employer and employees.
- (A) Autocratic Model
  - (B) Custodial Model
  - (C) Supportive Model
  - (D) Collegial Model
21. Forces affecting organizational behaviour are-
- (A) People
  - (B) Environment
  - (C) Technology
  - (D) All of the above
22. In present context, challenges for OB are-
- (A) Employee expectation
  - (B) Workforce diversity
  - (C) Globalization
  - (D) All of the above
23. “Leadership motivates the people to work and not power of money”, this concept is related to-
- (A) Autocratic model
  - (B) Custodial model
  - (C) Both
  - (D) None of these
24. Organizational behaviour is-
- (A) A science
  - (B) An art
  - (C) A science as well as an art
  - (D) None of the above

25. The study of organization behaviour has certain basic assumptions. They are-
- (A) An industrial enterprise is an organization of people
  - (B) These people must be motivated to work effectively
  - (C) The goals of the employee and the employer may not necessarily coincide
  - (D) All of the above
26. Which of the following frameworks is used in the development of the overall model of OB?
- (A) The cognitive framework
  - (B) The behaviouristic framework
  - (C) The social learning framework
  - (D) All of the above
27. “Might is right” is the motto of-
- (A) Autocratic Model
  - (B) Custodial Model
  - (C) Supportive Mode
  - (D) Collegial Model
28. Stress can affect not your health but also other aspects of your life. What else can be affected by stress?
- (A) Family relationships
  - (B) Work performance
  - (C) Your attention to safety
  - (D) All of the given options
29. A system of retirement benefits that provides benefits like disability insurance, survivor’s benefits, and Medicare is called-
- (A) Encoding
  - (B) Unemployment Compensation
  - (C) Workers Compensation
  - (D) Social Security benefit
30. Exists when individuals performing similar jobs for the same firm paid according to factors unique to the employee-
- (A) Employee Equity
  - (B) Team Equity
  - (C) Internal Equity
  - (D) All of the given options

31. We can define as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement-
- (A) Organizational politics
  - (B) Executing authority
  - (C) Collective bargaining
  - (D) Position power
32. Protection from discrimination, safe working conditions and union formulation are rights, provided to employees is \_\_\_\_\_.
- (A) Contractual
  - (B) Individual
  - (C) Statutory
  - (D) Organizational
33. The \_\_\_\_\_ leadership style is an expression of the leader's trust in the abilities of his subordinates.
- (A) Participative
  - (B) Delegative
  - (C) Authoritarian
  - (D) All of the above
34. The problem-solving process begins with-
- (A) Clarification of the situation
  - (B) Establishment of options
  - (C) Identification of the problem
  - (D) Isolation of the cause
35. Organizational behaviour is a field of study backed by a body of associated with growing concern for people at workplace-
- (A) Theory
  - (B) Research
  - (C) Application
  - (D) All of the above



36. Which of the following frame works is based on the expectancy, demand and incentive concepts-
- (A) The cognitive framework
  - (B) The behaviouristic framework
  - (C) The social learning framework
  - (D) The supportive framework
37. Which of the following is not correct for the organizational behaviour?
- (A) Organizational behaviour is a disciplinary approach
  - (B) Organizational behaviour helps in analysis of behaviour
  - (C) “Organizational behaviour is goal-oriented
  - (D) None of these
38. Which of these suggestions is an effective way to deal with stress?
- (A) Meditation
  - (B) Exercise
  - (C) Talking with others
  - (D) All of the given options
39. Communication between two members of a project team from different function, but the same level of authority is communication-
- (A) Upward
  - (B) Downward
  - (C) Lateral
  - (D) None of these
40. The 360-degree appraisal-
- (A) Works best in large organizations
  - (B) Provides feedback from a verity of individuals
  - (C) Aids in developing competitive intelligence
  - (D) Diminishes the effect of development in the appraisal process

41. Following are the phases of the Motivational Process-
- (A) Need Identification
  - (B) Selecting Goals
  - (C) Both
  - (D) None of these
42. A study of human behaviour in organizational settings is-
- (A) Individual behaviour
  - (B) Group behaviour
  - (C) Organizational behaviour
  - (D) None of these
43. We can define as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement-
- (A) Organizational politics
  - (B) Executing authority
  - (C) Collective bargaining
  - (D) Position power
44. The leadership style is an expression of the leader's trust in the abilities of his subordinates-
- (A) Participative
  - (B) Delegative
  - (C) Authoritarian
  - (D) All of the above
45. According to Maslow, which of the following is a Basic need?
- (A) Food, Water
  - (B) Friends
  - (C) Leader
  - (D) All of the above

46. Organizational behaviour is a field of study backed by a body of associated with growing concern for people at workplace-
- (A) Theory
  - (B) Research
  - (C) Application
  - (D) All of the above
47. The field of organizational behaviour examines such questions as the nature of leadership, effective term development and-
- (A) Interpersonal conflict resolution; motivation of individuals
  - (B) Organizational management
  - (C) Long term planning
  - (D) None of the above
48. The field of organizational behaviour is primarily concerned with-
- (A) The behaviour of individual and groups
  - (B) How resources are effectively managed
  - (C) Control processes and interactions between organisations, external context
  - (D) Both (A) and (B)
49. Which of the following forms the basis for the autocratic model of OB?
- (A) Obedience
  - (B) Authority
  - (C) Power
  - (D) Dependence on boss
50. Organizational conflict can occur at-
- (A) Interpersonal level
  - (B) Intra- personal level
  - (C) Both
  - (D) None of these

51. "Human beings are lazy and must be carefully handled." This assumption is given by-
- (A) Weber
  - (B) Mayo
  - (C) Hamilton
  - (D) Taylor
52. The \_\_\_\_\_ model depend upon economic resource.
- (A) Autocratic
  - (B) Custodial
  - (C) Collegial
  - (D) None of the above
53. Autocratic model depends upon \_\_\_\_\_.
- (A) Rewards
  - (B) Support
  - (C) Power
  - (D) All of the above
54. Hawthorne experiments were conducted from-
- (A) 1924 to 1933
  - (B) 1999 to 2005
  - (C) 1911 to 1922
  - (D) 1923 to 1931
55. Which company conduct the Hawthorne study?
- (A) Eastern Electric Co.
  - (B) Western Electric Co.
  - (C) Southern Electric Co.
  - (D) Northern Electric Co.

56. Illumination experiments-
- (A) 1924 to 1933
  - (B) 1999 to 2005
  - (C) 1911 to 1922
  - (D) 1923 to 1931
57. Relay room experiment-
- (A) 1927 to 1932
  - (B) 1928 to 1933
  - (C) 1827 to 1832
  - (D) 1999 to 2001
58. From 1928-1930 which aspect of Hawthorne study was conducted-
- (A) Relay room
  - (B) Bank writing room study
  - (C) Illumination
  - (D) Mass writing room study
59. What are features of organisational behavior?
- (A) Part of management
  - (B) Goal oriented
  - (C) Inter disciplinary
  - (D) All of the above
60. In which model employee oriented is obedience to boss not to respect for manager-
- (A) Supportive model
  - (B) Collegial model
  - (C) Autocratic model
  - (D) Custodial model

61. The model which is originated from principal of supportive relationship is-
- (A) Collegial Model
  - (B) Supportive Model
  - (C) Autocratic Model
  - (D) Custodial Model
62. In which model the managerial orientation is towards money to pay wage and benefits-
- (A) Collegial Model
  - (B) Supportive model
  - (C) Autocratic model
  - (D) Custodial model
63. Which model embodies team concept?
- (A) Collegial Model
  - (B) Supportive model
  - (C) Autocratic model
  - (D) Custodial model
64. In which model managerial orientation is support-
- (A) Autocratic
  - (B) Supportive
  - (C) Custodial
  - (D) Collegial
65. In which model performance result is passive co-operation-
- (A) Autocratic
  - (B) Supportive
  - (C) Custodial
  - (D) Collegial

66. In which model performance result is moderate enthusiasm-
- (A) Autocratic
  - (B) Supportive
  - (C) Custodial
  - (D) Collegial
67. In which model employee orientation is responsible behaviour-
- (A) Autocratic
  - (B) Supportive
  - (C) Custodial
  - (D) Collegial
68. Organizational behaviour helps-
- (A) Effective use of humans resource
  - (B) Understand organisation
  - (C) Maintain good organization culture
  - (D) All of the above
69. Diversity of OB can be in-
- (A) Culture
  - (B) Global
  - (C) Both (A) and (B)
  - (D) None of the above
70. Distance between two social systems is known as-
- (A) Culture shock
  - (B) Culture Change
  - (C) Culture contingencies
  - (D) None of the above

71. Global diversity conditions-
- (A) Political Condition
  - (B) Social condition
  - (C) Economic condition
  - (D) All of the above
72. Attitude \_\_\_\_\_.
- (A) Refers to a feeling and belief of an individual or group people
  - (B) Are organized and core to an individual
  - (C) Endures unless something happens
  - (D) All the above
73. Which is not a sign of high moral?
- (A) Dependability
  - (B) Strength
  - (C) Lot of tension
  - (D) Confidence and Demotions
74. Internal factors affecting perception include-
- (A) Sensory limits and threshold
  - (B) Psychological factors
  - (C) Both (A) and (B)
  - (D) None of these
75. External factors affecting perception does not include-
- (A) The target
  - (B) The situation
  - (C) Psychological factors
  - (D) All of the above



76. Perception elements involves-
- (A) Selection of stimuli
  - (B) Organization of stimuli
  - (C) Interpretation of stimuli
  - (D) All of the above
77. X motivation theory was given by-
- (A) McGrigor
  - (B) Herbert Simon
  - (C) Both
  - (D) None of these
78. Principal of perceptual organization-
- (A) Figure Ground
  - (B) Perceptual Grouping
  - (C) Perceptual Context
  - (D) All of the above
79. Organization theories is/are-
- (A) Classical
  - (B) System
  - (C) Decision making
  - (D) All of the above
80. Relates environment to a specific organization structure-
- (A) Contingency theory
  - (B) System
  - (C) Decision making
  - (D) Neo-classical

81. Modern organization must be-
- (A) Team oriented
  - (B) Knowledge and learning oriented
  - (C) Alliance and partnership oriented
  - (D) All of the above
82. Leadership qualities are-
- (A) Endowed with intelligence and strength of mind
  - (B) Liberal
  - (C) Retention
  - (D) All of the above
83. Which of the following is not concerned as a leadership style?
- (A) Task Oriented
  - (B) Employee Oriented
  - (C) Society Oriented
  - (D) All of these
84. Which of the following qualities which the future leadership possess?
- (A) Career developer
  - (B) Proper vision
  - (C) Time management
  - (D) All of the above
85. Also known as “Great Man Old Theory”-
- (A) Trait Theory
  - (B) Situation Theory
  - (C) Charismatic Theory
  - (D) None of all

86. Which of the following is/are informal groups?
- (A) Interest group
  - (B) Friendship group
  - (C) Both (A) and (B)
  - (D) None of these
87. Task group is-
- (A) Formal group
  - (B) Informal group
  - (C) External group
  - (D) None of these
88. The resources of group members depend upon-
- (A) Ability
  - (B) Personal characteristics
  - (C) Both (A) and (B)
  - (D) None of these
89. Stress has \_\_\_\_.
- (A) Only positive effects
  - (B) Only Negative effects
  - (C) Positive and negative effects
  - (D) None of these
90. Work load are \_\_\_\_ Type of social stress.
- (A) Social, Economic and political
  - (B) Family
  - (C) Job and Career
  - (D) Interpersonal and environmental

91. Death on illness in the family is \_\_\_\_\_ type of social stressor.
- (A) Social, Economic and political
  - (B) Family
  - (C) Job and Career
  - (D) Interpersonal and environmental
92. Crime is type\_\_\_\_\_ type of social stressors.
- (A) Social, Economic and political
  - (B) Family
  - (C) Job and Career
  - (D) Interpersonal and environmental
93. Which of the following is not the individual stress reducing strategies?
- (A) Exercise
  - (B) Relation
  - (C) Networking
  - (D) Creating a supportive organizational climate
94. BOSS means-
- (A) Burnout sad stop
  - (B) Boss office and stress symptoms
  - (C) Burnout stress syndrome
  - (D) Burnout stop supply
95. Step to Handle burnout-
- (A) Identifying
  - (B) Examine mental well-being
  - (C) Organization
  - (D) All of the above

96. Which of the following is important for the effective supervision?
- (A) Leadership
  - (B) Communication
  - (C) Delegation of authority
  - (D) All of the above
97. Span of supervision depends upon-
- (A) Time available
  - (B) Communication techniques
  - (C) Rate of change in policy
  - (D) All of the above
98. Factors which affect the job satisfaction-
- (A) Personal characteristics
  - (B) Work behaviour
  - (C) Both (A) and (B)
  - (D) None of these
99. Relationship between job and performance is-
- (A) Negative
  - (B) Positive
  - (C) Both
  - (D) None of these
100. Downward communication is used for-
- (A) Order
  - (B) Instruction
  - (C) Both
  - (D) None of these

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## **Rough Work / रफ कार्य**

## **Rough Work / रफ कार्य**

**DO NOT OPEN THE QUESTION BOOKLET UNTIL ASKED TO DO SO**

1. Examinee should enter his / her roll number, subject and Question Booklet Series correctly in the O.M.R. sheet, the examinee will be responsible for the error he / she has made.
  2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the answer will be marked as wrong.**
  3. Every question has same marks. Every question you attempt correctly, marks will be given according to that.
  4. Every answer should be marked only on Answer Booklet (O.M.R ANSWER SHEET). Answer marked anywhere else other than the determined place will not be considered valid.
  5. Please read all the instructions carefully before attempting anything on Answer Booklet **(O.M.R ANSWER SHEET)**.
  6. After completion of examination, please hand over the **O.M.R. SHEET** to the Examiner before leaving the examination room.
  7. There is no negative marking.
- Note:** On opening the question booklet, first check that all the pages of the question booklet are printed properly in case there is an issue please ask the examiner to change the booklet of same series and get another one.