

Roll No.-----

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
B

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

- K-367**
- निर्देश : —
1. 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।
 2. 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।
 3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
 4. 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।
 5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
 6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी ओ०एम०आर० शीट उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
 7. 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।

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

6. Illumination experiments-
 - (A) 1924 to 1933
 - (B) 1999 to 2005
 - (C) 1911 to 1922
 - (D) 1923 to 1931
7. Relay room experiment-
 - (A) 1927 to 1932
 - (B) 1928 to 1933
 - (C) 1827 to 1832
 - (D) 1999 to 2001
8. From 1928-1930 which aspect of Hawthorne study was conducted-
 - (A) Relay room
 - (B) Bank wiring room study
 - (C) Illumination
 - (D) Mass writing room study
9. What are features of organisational behavior?
 - (A) Part of management
 - (B) Goal oriented
 - (C) Inter disciplinary
 - (D) All of the above
10. 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

11. The model which is originated from principal of supportive relationship is-
- (A) Collegial Model
 - (B) Supportive Model
 - (C) Autocratic Model
 - (D) Custodial Model
12. 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
13. Which model embodies team concept?
- (A) Collegial Model
 - (B) Supportive model
 - (C) Autocratic model
 - (D) Custodial model
14. In which model managerial orientation is support-
- (A) Autocratic
 - (B) Supportive
 - (C) Custodial
 - (D) Collegial
15. In which model performance result is passive co-operation-
- (A) Autocratic
 - (B) Supportive
 - (C) Custodial
 - (D) Collegial

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

21. Global diversity conditions-
- (A) Political Condition
 - (B) Social condition
 - (C) Economic condition
 - (D) All of the above
22. 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
23. Which is not a sign of high moral?
- (A) Dependability
 - (B) Strength
 - (C) Lot of tension
 - (D) Confidence and Demotions
24. Internal factors affecting perception include-
- (A) Sensory limits and threshold
 - (B) Psychological factors
 - (C) Both (A) and (B)
 - (D) None of these
25. External factors affecting perception does not include-
- (A) The target
 - (B) The situation
 - (C) Psychological factors
 - (D) All of the above

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

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

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

41. 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
42. Crime is type_____ type of social stressors.
- (A) Social, Economic and political
 - (B) Family
 - (C) Job and Career
 - (D) Interpersonal and environmental
43. Which of the following is not the individual stress reducing strategies?
- (A) Exercise
 - (B) Relation
 - (C) Networking
 - (D) Creating a supportive organizational climate
44. BOSS means-
- (A) Burnout sad stop
 - (B) Boss office and stress symptoms
 - (C) Burnout stress syndrome
 - (D) Burnout stop supply
45. Step to Handle burnout-
- (A) Identifying
 - (B) Examine mental well-being
 - (C) Organization
 - (D) All of the above

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

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

57. Which is not assign of high moral and high productivity?
- (A) Lot of Tension
 - (B) Confidence
 - (C) Good work
 - (D) None of these
58. Herzberg's two factor theory is associated with-
- (A) Motivation
 - (B) Communication
 - (C) Salary
 - (D) None of these
59. 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
60. Autocratic Model depend on _____.
- (A) Rewards
 - (B) Support
 - (C) Power
 - (D) None of these
61. Organizational Behavior helps in _____.
- (A) Effective use of Human Resource
 - (B) Understand Organization
 - (C) Maintain Good Organization Culture
 - (D) All of the above
62. Which one of these is not the features of Organizational Behavior?
- (A) Goal Oriented
 - (B) Human Tool
 - (C) Science and Art
 - (D) Software Programme

63. Distance between two social systems known as _____.
(A) Cultural Shock
(B) Cultural Change
(C) Cultural Contingencies
(D) None of the above
64. Diversity of Organization Behaviour can be in _____.
(A) Cultural
(B) Global
(C) Both (A) and (B)
(D) None of the above
65. 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
66. 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
67. 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
68. 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

69. Communication begins with-
- (A) Encoding
 - (B) Decoding
 - (C) Channel Selection
 - (D) Sender
70. _____ 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
71. Forces affecting organizational behaviour are-
- (A) People
 - (B) Environment
 - (C) Technology
 - (D) All of the above
72. In present context, challenges for OB are-
- (A) Employee expectation
 - (B) Workforce diversity
 - (C) Globalization
 - (D) All of the above
73. “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
74. Organizational behaviour is-
- (A) A science
 - (B) An art
 - (C) A science as well as an art
 - (D) None of the above

75. 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
76. 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
77. "Might is right" is the motto of-
- (A) Autocratic Model
 - (B) Custodial Model
 - (C) Supportive Mode
 - (D) Collegial Model
78. 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
79. 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
80. 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

81. 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
82. Protection from discrimination, safe working conditions and union formulation are rights, provided to employees is _____.
- (A) Contractual
 - (B) Individual
 - (C) Statutory
 - (D) Organizational
83. 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
84. 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
85. 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

86. 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
87. 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
88. 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
89. 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
90. 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

91. Following are the phases of the Motivational Process-
- (A) Need Identification
 - (B) Selecting Goals
 - (C) Both
 - (D) None of these
92. A study of human behaviour in organizational settings is-
- (A) Individual behaviour
 - (B) Group behaviour
 - (C) Organizational behaviour
 - (D) None of these
93. 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
94. 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
95. According to Maslow, which of the following is a Basic need?
- (A) Food, Water
 - (B) Friends
 - (C) Leader
 - (D) All of the above

96. 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
97. 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
98. 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)
99. Which of the following forms the basis for the autocratic model of OB?
- (A) Obedience
 - (B) Authority
 - (C) Power
 - (D) Dependence on boss
100. Organizational conflict can occur at-
- (A) Interpersonal level
 - (B) Intra- personal level
 - (C) Both
 - (D) None of these

Rough Work / रफ कार्य

Rough Work / रफ कार्य

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