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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

D

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 : —**
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।

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1. Organizational conflict can occur at-
 - (A) Interpersonal level
 - (B) Intra- personal level
 - (C) Both
 - (D) None of these
2. Which of the following forms the basis for the autocratic model of OB?
 - (A) Obedience
 - (B) Authority
 - (C) Power
 - (D) Dependence on boss
3. 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)
4. 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
5. 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

6. According to Maslow, which of the following is a Basic need?
- (A) Food, Water
 - (B) Friends
 - (C) Leader
 - (D) All of the above
7. 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
8. 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
9. A study of human behaviour in organizational settings is-
- (A) Individual behaviour
 - (B) Group behaviour
 - (C) Organizational behaviour
 - (D) None of these
10. Following are the phases of the Motivational Process-
- (A) Need Identification
 - (B) Selecting Goals
 - (C) Both
 - (D) None of these

11. 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
12. 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
13. 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
14. 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
15. 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

16. 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
17. 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
18. 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
19. Protection from discrimination, safe working conditions and union formulation are rights, provided to employees is _____.
- (A) Contractual
 - (B) Individual
 - (C) Statutory
 - (D) Organizational
20. 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

21. 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
22. 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
23. 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
24. "Might is right" is the motto of-
- (A) Autocratic Model
 - (B) Custodial Model
 - (C) Supportive Mode
 - (D) Collegial Model
25. 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
26. 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

27. Organizational behaviour is-
- (A) A science
 - (B) An art
 - (C) A science as well as an art
 - (D) None of the above
28. “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
29. In present context, challenges for OB are-
- (A) Employee expectation
 - (B) Workforce diversity
 - (C) Globalization
 - (D) All of the above
30. Forces affecting organizational behaviour are-
- (A) People
 - (B) Environment
 - (C) Technology
 - (D) All of the above
31. _____ 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
32. Communication begins with-
- (A) Encoding
 - (B) Decoding
 - (C) Channel Selection
 - (D) Sender

33. 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
34. 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
35. 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
36. 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
37. Diversity of Organization Behaviour can be in _____.
- (A) Cultural
 - (B) Global
 - (C) Both (A) and (B)
 - (D) None of the above
38. Distance between two social systems known as _____.
- (A) Cultural Shock
 - (B) Cultural Change
 - (C) Cultural Contingencies
 - (D) None of the above

39. Which one of these is not the features of Organizational Behavior?
- (A) Goal Oriented
 - (B) Human Tool
 - (C) Science and Art
 - (D) Software Programme
40. Organizational Behavior helps in _____.
- (A) Effective use of Human Resource
 - (B) Understand Organization
 - (C) Maintain Good Organization Culture
 - (D) All of the above
41. Autocratic Model depend on _____.
- (A) Rewards
 - (B) Support
 - (C) Power
 - (D) None of these
42. 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
43. Herzberg's two factor theory is associated with-
- (A) Motivation
 - (B) Communication
 - (C) Salary
 - (D) None of these
44. Which is not assign of high moral and high productivity?
- (A) Lot of Tension
 - (B) Confidence
 - (C) Good work
 - (D) None of these

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

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

56. Step to Handle burnout-
- (A) Identifying
 - (B) Examine mental well-being
 - (C) Organization
 - (D) All of the above
57. BOSS means-
- (A) Burnout sad stop
 - (B) Boss office and stress symptoms
 - (C) Burnout stress syndrome
 - (D) Burnout stop supply
58. Which of the following is not the individual stress reducing strategies?
- (A) Exercise
 - (B) Relation
 - (C) Networking
 - (D) Creating a supportive organizational climate
59. Crime is type _____ type of social stressors.
- (A) Social, Economic and political
 - (B) Family
 - (C) Job and Career
 - (D) Interpersonal and environmental
60. 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

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

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

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

76. External factors affecting perception does not include-
- (A) The target
 - (B) The situation
 - (C) Psychological factors
 - (D) All of the above
77. Internal factors affecting perception include-
- (A) Sensory limits and threshold
 - (B) Psychological factors
 - (C) Both (A) and (B)
 - (D) None of these
78. Which is not a sign of high moral?
- (A) Dependability
 - (B) Strength
 - (C) Lot of tension
 - (D) Confidence and Demotions
79. 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
80. Global diversity conditions-
- (A) Political Condition
 - (B) Social condition
 - (C) Economic condition
 - (D) All of the above

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

86. In which model performance result is passive co-operation-
- (A) Autocratic
 - (B) Supportive
 - (C) Custodial
 - (D) Collegial
87. In which model managerial orientation is support-
- (A) Autocratic
 - (B) Supportive
 - (C) Custodial
 - (D) Collegial
88. Which model embodies team concept?
- (A) Collegial Model
 - (B) Supportive model
 - (C) Autocratic model
 - (D) Custodial model
89. 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
90. The model which is originated from principal of supportive relationship is-
- (A) Collegial Model
 - (B) Supportive Model
 - (C) Autocratic Model
 - (D) Custodial Model

91. 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
92. What are features of organisational behavior?
- (A) Part of management
 - (B) Goal oriented
 - (C) Inter disciplinary
 - (D) All of the above
93. 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
94. Relay room experiment-
- (A) 1927 to 1932
 - (B) 1928 to 1933
 - (C) 1827 to 1832
 - (D) 1999 to 2001
95. Illumination experiments-
- (A) 1924 to 1933
 - (B) 1999 to 2005
 - (C) 1911 to 1922
 - (D) 1923 to 1931

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

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