Roll No. ....

O. M. R. Serial No.

B. Com. (Honors) (Second Semester)
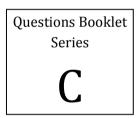
EXAMINATION, July, 2022

ORGANIZATIONAL BEHAVIOUR

Paper Code				
BCOMH	2	0	0	3

Questions Booklet Series

C

Time : 1:30 Hours]

[*Maximum Marks : 100*

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.

2. The booklet contains 100 questions. Examinee is required to answer any 75 questions in the OMR Answer-Sheet provided and not in the question booklet. If more than 75 questions are attempted by student, then the first attempted 75 questions will be considered for evaluation. All questions carry equal marks.

3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.

(Remaining instructions on the last page)

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।

2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को किन्हीं 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। यदि छात्र द्वारा 75 से अधिक प्रश्नों को हल किया जाता है तो प्रारम्भिक हल किये हुए 75 उत्तरों को ही मूल्यांकन हेतु सम्मिलित किया जाएगा। सभी प्रश्नों के अंक समान हैं।

3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।

(शेष निर्देश अन्तिम पृष्ठ पर)

(Only for Rough Work)

1. Bottom line of any business plan is :

   (A) Marketing plan

   (B) Financial plan

   (C) Personnel plan

   (D) Production plan

2. Among the most common and influential forces of organizational change are the emergence of new competitors and ....

   (A) Innovations in technology

   (B) New company leadership

   (C) Evolving attitudes towards work

   (D) All the given options

3. .... arises due to misunderstandings in the organization.

   (A) Conflicts

   (B) Peace

   (C) Ability

   (D) Justice

4. Which of these is the highest priority and first strategy required for any organizational change ?

   (A) Communication

   (B) Stress management

   (C) Negotiation

   (D) Employee involvement

5. Which of the following is true, in general, in regard to groups ?

   (A) A group is characterized by the independence of its members.

   (B) A group typically lacks definite roles and structures.

   (C) A group influences our emotional reactions.

   (D) An informal gathering cannot be considered a group.

6. A communication process, the .... initiates a message by encoding a thought.

   (A) Receiver

   (B) Decoder

   (C) Transmitter

   (D) Sender

7. The .... is the actual physical product of the sender's encoding.

   (A) Channel

   (B) Filter

   (C) Message

   (D) Noise

8. With reference to the communication process, the .... is the one to whom the message is directed, who must first translate the symbols into understandable form.

   (A) Creator

   (B) Receiver

   (C) Encoder

   (D) Sender

9. In a communication process, ... is the check on how successful we have been in transferring our messages.

   (A) Filtering

   (B) Signal

   (C) Feedback

   (D) None of the above

10. Communication that flows from one level of a group or organization to a lower level is called ....

    (A) Filtering

    (B) Signal

    (C) Feedback

    (D) None of the above

11. Which of the following are the technique for managing group dynamics ?

    (A) Equalising participation

    (B) Listing

    (C) Stacking

    (D) All of the Above

12. Democratic style of leadership is also known as :

    (A) Participative

    (B) Laissez faire

    (C) Isolative style

    (D) All of the Above

13. The situational theory of leadership was developed by :

    (A) Fiedler

    (B) Maslow

    (C) Taylor

    (D) Blanchard

14. Cultures can be classified as :

    (A) Role culture

    (B) Task culture

    (C) Power culture

    (D) All of the above

15. The cognitive process through which an individual selects, organizes but misinterprets environmental stimuli is known as ....

    (A) Perception

    (B) Projection

    (C) Selective Perception

    (D) Mis-Perception

16. .... refers to the network of personal and social relations that is developed spontaneously between people associated with each other.

    (A) Formal organization

    (B) Informal organization

    (C) Business organization

    (D) Government organization

17. Maslow grouped the five needs into two categories :

(A) Higher-order needs and Lower-order needs

(B) Supreme needs and local needs

(B) Self needs and others needs

(C) Luxurious needs and comfort needs

(D) All of the above

18. .... is once view of reality.

(A) Attitude

(B) Perception

(C) Outlook

(D) Personality

19. .... is the dynamic organization within the individual that determine his unique adjustment to the environment.

(A) Perception

(B) Attitude

(C) Behavior

(D) Personality

20. Which is also known as a non-reinforcement ?

(A) Punishment

(B) Negative reinforcement

(C) Extinction

(D) All of the above

21. What is internal factor of perception ?

(A) Psychological factor

(B) Target

(C) Situation

(D) None of the above

22. What is external factor of perception ?

(A) Object view

(B) Target

(C) Situation

(D) All of the above

23. Perception process starts with :

(A) perceptual output

(B) perceptual input

(C) perpetual throughout

(D) All of the above

24. The group formed by an organization to accomplish narrow range of purposes within a specified time :

(A) Formal Group

(B) Task Group

(C) Interest Group

(D) Functional Group

25. .... is the attractiveness of the members towards the group or resistance to leave it.

(A) Group norms

(B) Group behavior

(C) Group cohesiveness

(D) Group structure

26. Believes, attitudes, traditions and expectations which are shared by group members is called :

(A) Group norms

(B) Group communication

(C) Group cohesiveness

(D) Group structure

27. What are factors that affects learning ?

(A) Heredity

(B) Physical environment

(C) Interest

(D) All of the above

28. Which one of the following characteristics is not necessarily true about groups ?

(A) Group members are interdependent.

(B) Groups have two or more members.

(C) Groups have externally assigned goals.

(D) Groups interact.

29. Need referred to as belonging needs is :

(A) Job security

(B) Pay

(C) Bonus

(D) Affection

30. A study of the culture and practises in different societies is called ....

(A) Personality

(B) Anthropology

(C) Perception

(D) Attitudes

31. In present context, challenges for Organizational Behaviour are ....

(A) Employee expectation

(B) Workforce diversity

(C) Globalization

(D) All of the above

32. Organizational behaviour focuses at three Levels ....

(A) Individuals, Organisation, Society

(B) Society, Organisation, Nation

(C) Employee, Employer, Management

(D) Individual, Groups, Organisation

33. Which of the following is not correct for the organisational behaviour ?

(A) Organisational behaviour is an integral part of management.

(B) Organisational behaviour is a disciplinary approach.

(C) Organisational behaviour helps in analysis of behaviour.

(D) Organisational behaviour is goal-oriented.

34. Organisational behaviour is the study of .... in the organisation.
    (A) Human
    (B) Employer
    (C) Human behaviour
    (D) Employees

35. Which of the following is not a contributing discipline of OB ?
    (A) Anthropology
    (B) Psychology
    (C) Physiology
    (D) Sociology

36. According to Herzberg, which of the following is a maintenance factor ?
    (A) Salary
    (B) Work itself
    (C) Responsibility
    (D) Recognition

37. Salary, and basic working condition will come under .... needs.
    (A) Safety
    (B) Physiological
    (C) Social
    (D) Organizational

38. .... need improves the confidence level of an employee when satisfied.
    (A) Social
    (B) Safety
    (C) Basic
    (D) Esteemed

39. Responsibility, advancement etc. are an example of :
    (A) Motivators
    (B) Hygiene factors
    (C) Improvement factors
    (D) Advance factors

40. A process of receiving, selecting, organizing, interpreting, checking and reacting to sensory stimuli or data so as to world is :
    (A) Attitude
    (B) Thinking
    (C) Perception
    (D) Communication

41. Which of the following is not a step in perceptual process ?
    (A) Object
    (B) Selection
    (C) Perception
    (D) Response

42. The main advantage of functional organization is :
    (A) Specialization
    (B) Simplicity
    (C) Experience
    (D) Expert advice

43. A manager with good .... can make the workplace more pleasant.

    (A) Communication
    (B) Knowledge
    (C) Experience
    (D) Interpersonal skills

44. Concerning organizational cultures :

    (A) a strong culture is a more productive environment
    (B) a weak culture is a more productive environment
    (C) the specific culture that contributes to positive effectiveness is well known
    (D) the stronger the culture, the more influential it is on employee behavior

45. .... communication takes place through proper channels in the organization.

    (A) Formal
    (B) Informal
    (C) Non-verbal
    (D) Paralinguistic

46. Which of the following is/are the key features of organization ?

    (A) Social invention
    (B) Accomplishing goals
    (C) Group efforts
    (D) All of the above

47. A study of human behavior in organizational settings is ....

    (A) Individual behavior
    (B) Group behavior
    (C) Organizational behavior
    (D) None of the above

48. Which of the following is/are OD intervention techniques ?

    (A) Sensitivity training
    (B) MBO
    (C) Quality of work life
    (D) All of the above

49. Work attitudes can be reflected in an organisation through :

    (A) Job satisfaction
    (B) Organisational commitment
    (C) Both (A) and (B)
    (D) None of the above

50. At the forming stage, the team is involved in defining ....

    (A) Goals
    (B) Roles
    (C) Relations
    (D) None of the above

51. Organization Behavior is :

    (A) An interdisciplinary approach

    (B) A humanistic approach

    (C) A total system approach

    (D) All of the above

52. Organization Behavior is not :

    (A) A separate field of study

    (B) An applied science

    (C) A normative science

    (D) A pessimistic approach

53. An OB study would be least likely to be used to focus on which of the following problems :

    (A) an increase in absenteeism at a certain company

    (B) a fall in productivity in one shift of a manufacturing plant

    (C) a decrease in sales due to growing foreign competition

    (D) an increase in theft by employees at a retail store

54. If a person responds the same way over time, attribution theory states that the behaviour shows :

    (A) Distinctiveness

    (B) Consensus

    (C) Consistency

    (D) Continuity

55. Which of the following is a reason that the study of organizational behaviour is useful ?

    (A) Human behavior does not vary a great deal between individuals and situations.

    (B) Human behavior is not random.

    (C) Human behavior is not consistent.

    (D) Human behavior is rarely predictable.

56. Individual-level independent variables include all of the following, except :

    (A) Leadership

    (B) Learning

    (C) Perception

    (D) Motivation

57. Which of the following statements is true about the term "ability", as it is used in the field of organizational behaviour ?

(A) It refers to an individual's willingness to perform various tasks.

(B) It is a current assessment of what an individual can do.

(C) It refers exclusively to intellectual skills.

(D) It refers exclusively to physical skills.

58. Experiments performed by Ivan Pavlov led to what theory ?

(A) Classical conditioning

(B) Operant conditioning

(C) Social learning

(D) Behavior shaping

59. What role did the meat play in Pavlov's experiment with dogs ?

(A) An unconditioned response

(B) A conditioned stimulus

(C) A conditioned response

(D) An unconditioned stimulus

60. In Pavlov's experiment, the bell was a/an :

(A) unconditioned stimulus

(B) unconditioned response

(C) conditioned stimulus

(D) conditioned response

61. Which of the following is not true of classical conditioning ?

(A) Classical conditioning is passive.

(B) Classical conditioning can explain simple reflexive behaviors.

(C) Learning a conditioned response involves building an association between a conditioned stimulus and an unconditioned stimulus.

(D) A neutral stimulus takes on the properties of a conditioned stimulus.

62. Forces affecting organizational behaviour are ....

(A) People

(B) Environment

(C) Technology

(D) All of the above

63. Operant conditioning argues that :

    (A) behavior is reflexive

    (B) behavior is unlearned

    (C) behavior is a function of its consequences

    (D) the tendency to repeat a behavior is very strong

64. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change ?

    (A) Pavlov

    (B) Fayol

    (C) Skinner

    (D) Deming

65. According to operant conditioning, when behaviour is not reinforced, what happens to the probability of that behaviour occurring again ?

    (A) It increases.

    (B) It declines.

    (C) It remains unchanged.

    (D) It becomes zero.

66. What do we call the view that we can learn both through observation and direct experience ?

    (A) Situational learning theory

    (B) Classical learning

    (C) Social learning theory

    (D) The Pavlov principle

67. Four processes have been found to determine the influence that a model will have on an individual. Which of the following is not one of those processes ?

    (A) Attention processes

    (B) Retention processes

    (C) Motor reproduction processes

    (D) Consequential processes

68. Which of the following processes deals with how well an individual remembers a model's action after it is no longer readily available ?

    (A) Attitudinal

    (B) Retention

    (C) Motor reproduction

    (D) Reinforcement

69. Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour ?

(A) Extinction

(B) Negative reinforcement

(C) Punishment

(D) Reaction

70. The application of reinforcement concepts to individuals in the work setting is referred to as :

(A) Classical conditioning

(B) Self-management

(C) Reengineering

(D) OB Mod

71. Shyam is always late coming to work and the manager cut his increment. This is an example of :

(A) Positive reinforcement

(B) Negative reinforcement

(C) Punishment

(D) Extinction

72. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment ?

(A) Interpretation

(B) Environmental analysis

(C) Outlook

(D) Perception

73. .... is the dynamic organization within the individual that determine his unique adjustment to the environment.

(A) Perception

(B) Attitude

(C) Behavior

(D) Personality

74. Which is also known as a non-reinforcement ?

(A) Punishment

(B) Negative reinforcement

(C) Extinction

(D) All the above school of distance education organizational behavior page

75. Most of the learning that takes place in the classroom is :

(A) Classical conditioning

(B) Operant conditioning

(C) Cognitive learning

(D) Social learning

76. .... are those factors that exist in the environment as perceived by the individual.

(A) Physiological drive

(B) Psychological drive

(C) Cue stimuli

(D) Reinforcement

77. Maslow's "basic needs" are also known as :

(A) Social needs

(B) Esteem needs

(C) Safety needs

(D) Physiological needs

78. In Maslow's Need hierarchy which needs are shown between Esteem needs and Safety needs :

(A) Social needs

(B) Esteem needs

(C) Security needs

(D) Basic need

79. ERG theory of motivation was proposed by :

(A) Maslow

(B) F. Herzberg

(C) Alderfer

(D) McGregor

80. Under ERG theory, "R" stands for ....

(A) Rationality

(B) Responsibility

(C) Remuneration

(D) Relatedness

81. Dual structure approach of motivation is developed by :

(A) Maslow

(B) F. Herzberg

(C) Alderfer

(D) McGregor

82. Under Herzberg's theory, factors causing dissatisfaction is called :

(A) Demotivators

(B) Negative stimuli

(C) Hygiene factors

(D) Defectors

83. Hygiene factors are :

(A) Satisfiers

(B) Maintenance factors

(C) Defectors

(D) All of the above

84. In two factor theory, "Salary" comes under ....

(A) Satisfiers

(B) Maintenance factors

(C) Both of (A) and (B)

(D) None of the above

85. Who propounded X and Y theory of motivation ?

(A) Maslow

(B) F. Herzberg

(C) Alderfer

(D) McGregor

86. .... theory believes that employees dislike work.

(A) X theory

(B) Y theory

(C) Z theory

(D) None of the above

87. According to .... employees love work as play or rest.

(A) X theory

(B) Y theory

(C) Z theory

(D) None of the above

88. Cognitive Evaluation Theory of motivation is introduced by :

(A) Stacy Adams

(B) Charms

(C) Ouchy

(D) F. W. Taylor

89. Goal setting theory is pioneered by :

(A) Stacy Adams

(B) Charms

(C) Edwin Locke

(D) F. W. Taylor

90. The group formed by an organization to accomplish narrow range of purposes within a specified time :

(A) Formal Group

(B) Task Group

(C) Interest Group

(D) Functional Group

91. .... is the attractiveness of the members towards the group or resistance to leave it.

(A) Group norms

(B) Group behavior

(C) Group cohesiveness

(D) Group structure

92. Believes, attitudes, traditions and expectations which are shared by group members is called :

(A) Group norms

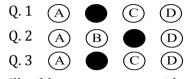(B) Group communication

(C) Group cohesiveness

(D) Group structure

93. .... is the ability of influencing people to strive willingly for mutual objectives.

(A) Motivation

(B) Control

(C) Leadership

(D) Supervision

94. Handling of crises by managers and employees reveals an organizational ....

(A) Culture

(B) Society

(C) Environment

(D) Structure

95. To change organizational culture successfully we need to :

(A) Find the most effective sub-culture and use it as an example

(B) Practice what we preach

(C) Both (A) and (B)

(D) None of the above

96. Habit is a source of :

(A) Individual Resistance

(B) Group Resistance

(C) Organizational Resistance

(D) Departmental Resistance

97. A learned pre-disposition to respond in a consistently favourable or unfavourable manner with respect to a given object :

(A) Perception

(B) Behaviour

(C) Attitude

(D) Personality

98. What is the most relevant application of perception concepts to OB ?

(A) The perceptions people form about each other.

(B) The perceptions people form about their employer.

(C) The perceptions people form about their culture.

(D) The perceptions people form about society.

99. .... is the dynamic organization within the individual that determines his unique adjustment to the environment.

(A) Perception

(B) Attitude

(C) Behaviour

(D) Personality

100. Groups created by managerial decision in order to accomplish stated goals of the organization are called :

(A) Formal groups

(B) Informal groups

(C) Task groups

(D) Interest groups

4. Four alternative answers are mentioned for each question as—A, B, C & D in the booklet. The candidate has to choose the most correct/appropriate answer and mark the same in the OMR Answer-Sheet as per the direction :

Example :

Question :

Q. 1 (A) ● (C) (D)
Q. 2 (A) (B) ● (D)
Q. 3 (A) ● (C) (D)
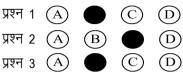
Illegible answers with cutting and over-writing or half filled circle will be cancelled.

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.

6. All answers are to be given on OMR Answer sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.

7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.

8. After the completion of the examination candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.

9. There will be no negative marking.

10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.

11. To bring and use of log-book, calculator, pager and cellular phone in examination hall is prohibited.

12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Impt. : On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is ny discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर— A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से एक सबसे सही अथवा सबसे उपयुक्त उत्तर छाँटना है। उत्तर को OMR आन्सर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)
प्रश्न 2 (A) (B) ● (D)
प्रश्न 3 (A) ● (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिन्हें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।

6. सभी उत्तर केवल ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।

7. ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।

8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।

9. निगेटिव मार्किंग नहीं है।

10. कोई भी रफ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।

11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।

12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण : प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।