

Roll. No. ....

Question Booklet Number

O.M.R. Serial No.

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**B.Com. (Hons.) (SEM.-II) (NEP) EXAMINATION, 2025-26**

**COMMERCE**

**( Organisational Behaviour )**

Paper Code

C H 0 1 0 2 0 1 T

Question Booklet  
Series

**A**

Time : 1 : 30 Hours

Max. Marks : 75

**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 only 75 questions in the OMR Answer-Sheet provided and not in the question booklet. 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.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

*(Remaining instructions on 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 केवल 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। 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, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छानना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

*(शेष निर्देश अन्तिम पृष्ठ पर)*

1. Organisational Behaviour mainly studies:
  - (A) Machines in the organisation
  - (B) Human behaviour at workplace
  - (C) Financial performance
  - (D) Marketing strategies
2. OB is a study of:
  - (A) Individual behaviour only
  - (B) Group behaviour only
  - (C) Individual and group behaviour in organisations
  - (D) External environment only
3. OB is considered:
  - (A) A pure science
  - (B) An applied behavioural science
  - (C) A physical science
  - (D) A mathematical science
4. The primary goal of OB is to:
  - (A) Increase profits only
  - (B) Understand and improve human behaviour at work
  - (C) Reduce production cost
  - (D) Control employees strictly
5. Which of the following is NOT a level of OB study?
  - (A) Individual level
  - (B) Group level
  - (C) Organisational level
  - (D) National level
6. OB is interdisciplinary because it includes:
  - (A) Psychology
  - (B) Sociology
  - (C) Anthropology
  - (D) All of the above
7. OB is both science and art because it:
  - (A) Deals with data only
  - (B) Applies theoretical knowledge in practical situations
  - (C) Focuses only on experiments
  - (D) Avoids human relations
8. OB focuses mainly on:
  - (A) Technology
  - (B) Structure
  - (C) People
  - (D) Machines

9. OB is:
- (A) Static in nature
  - (B) Dynamic in nature
  - (C) Rigid
  - (D) Unchangeable
10. OB studies behaviour in:
- (A) Isolation
  - (B) Organisational setting
  - (C) Family only
  - (D) Political system only
11. A manager plays the role of:
- (A) Leader
  - (B) Motivator
  - (C) Communicator
  - (D) All of the above
12. Effective managers use OB knowledge to:
- (A) Punish employees
  - (B) Improve teamwork
  - (C) Increase conflicts
  - (D) Avoid communication
13. Motivation of employees is the responsibility of:
- (A) Government
  - (B) Society
  - (C) Manager
  - (D) Customers
14. Managers use OB principles to improve:
- (A) Job satisfaction
  - (B) Employee morale
  - (C) Productivity
  - (D) All of the above
15. Conflict management is an important function of:
- (A) Accountant
  - (B) Manager
  - (C) Customer
  - (D) Supplier
16. Globalisation creates the need for:
- (A) Cultural understanding
  - (B) Isolation
  - (C) Uniform thinking
  - (D) Avoiding diversity

17. Workforce diversity refers to differences in:
- (A) Age
  - (B) Gender
  - (C) Culture
  - (D) All of the above
18. Managing change is a major:
- (A) Opportunity
  - (B) Challenge
  - (C) Both challenge and opportunity
  - (D) None of the above
19. Improving quality and productivity requires:
- (A) Employee involvement
  - (B) Strict control only
  - (C) No communication
  - (D) Avoiding teamwork
20. Technological advancement affects:
- (A) Work behaviour
  - (B) Communication
  - (C) Job structure
  - (D) All of the above
21. Ethical behaviour in organisations is a:
- (A) Minor issue
  - (B) Major challenge
  - (C) Irrelevant factor
  - (D) Legal burden only
22. Employee empowerment increases:
- (A) Responsibility
  - (B) Motivation
  - (C) Participation
  - (D) All of the above
23. Work-life balance is related to:
- (A) Employee well-being
  - (B) Profit maximisation only
  - (C) Machine efficiency
  - (D) Raw materials
24. The Autocratic Model is based on:
- (A) Power
  - (B) Support
  - (C) Partnership
  - (D) Trust

25. The Custodial Model is based on:
- (A) Fear
  - (B) Economic security
  - (C) Authority
  - (D) Force
26. The Supportive Model depends on:
- (A) Leadership
  - (B) Power
  - (C) Punishment
  - (D) Strict supervision
27. The Collegial Model is based on:
- (A) Teamwork
  - (B) Authority
  - (C) Fear
  - (D) Dependency
28. The System Model focuses on:
- (A) Employee development
  - (B) Welfare only
  - (C) Punishment
  - (D) Authority
29. In Autocratic Model, employee performance depends on:
- (A) Fear
  - (B) Job security
  - (C) Self-discipline
  - (D) Responsibility
30. In Collegial Model, manager acts as:
- (A) Boss
  - (B) Coach
  - (C) Controller
  - (D) Punisher
31. Psychology contributes to OB in the area of:
- (A) Learning
  - (B) Motivation
  - (C) Personality
  - (D) All of the above
32. Sociology mainly contributes to OB through study of:
- (A) Individual intelligence
  - (B) Group behaviour
  - (C) Biological factors
  - (D) Machines

33. Anthropology contributes to OB by studying:
- (A) Culture
  - (B) Marketing
  - (C) Finance
  - (D) Production
34. Political science contributes to OB in understanding:
- (A) Power and conflict
  - (B) Personality
  - (C) Attitude
  - (D) Emotions
35. Social psychology studies:
- (A) Interaction between individuals
  - (B) Machines
  - (C) Accounting
  - (D) Finance
36. Economics contributes to OB through understanding:
- (A) Decision-making
  - (B) Resource allocation
  - (C) Incentives
  - (D) All of the above
37. The main focus of OB is to improve:
- (A) Organisational effectiveness
  - (B) Employee satisfaction
  - (C) Productivity
  - (D) All of the above
38. OB helps in reducing:
- (A) Absenteeism
  - (B) Turnover
  - (C) Conflict
  - (D) All of the above
39. OB helps managers to:
- (A) Predict behaviour
  - (B) Understand behaviour
  - (C) Control behaviour
  - (D) All of the above
40. Organisational Behaviour is important for:
- (A) Better human relations
  - (B) Organisational growth
  - (C) Effective management
  - (D) All of the above

41. Personality refers to:
- (A) Physical appearance only
  - (B) Stable patterns of behaviour and thinking
  - (C) Temporary mood
  - (D) Intelligence only
42. The Big Five personality traits include:
- (A) Intelligence
  - (B) Extroversion
  - (C) Strength
  - (D) Authority
43. Which of the following is NOT a Big Five trait?
- (A) Openness
  - (B) Conscientiousness
  - (C) Neuroticism
  - (D) Creativity
44. An extrovert person is generally:
- (A) Reserved
  - (B) Quiet
  - (C) Sociable
  - (D) Moody
45. High conscientiousness is associated with:
- (A) Carelessness
  - (B) Responsibility and reliability
  - (C) Emotional instability
  - (D) Aggression
46. Locus of control refers to:
- (A) Physical strength
  - (B) Belief about control over events
  - (C) Social skills
  - (D) Intelligence level
47. A person with internal locus of control believes that:
- (A) Fate controls everything
  - (B) Luck determines success
  - (C) He/she controls own destiny
  - (D) Others control life
48. Self-esteem refers to:
- (A) Respect for others
  - (B) Respect for oneself
  - (C) Fear of failure
  - (D) Overconfidence

49. Machiavellianism is related to:
- (A) Honesty
  - (B) Manipulative behaviour
  - (C) Emotional stability
  - (D) Team spirit
50. Type A personality is generally:
- (A) Relaxed
  - (B) Competitive and time-conscious
  - (C) Passive
  - (D) Slow
51. Values represent:
- (A) Temporary beliefs
  - (B) Long-term beliefs about what is important
  - (C) Emotions
  - (D) Habits
52. Terminal values relate to:
- (A) Desired end states of existence
  - (B) Modes of behaviour
  - (C) Daily tasks
  - (D) Short-term goals
53. Instrumental values relate to:
- (A) Final goals
  - (B) Ways of behaving
  - (C) Social status
  - (D) Income level
54. Values influence:
- (A) Attitudes
  - (B) Behaviour
  - (C) Decision-making
  - (D) All of the above
55. When personal values match organisational values, it leads to:
- (A) Conflict
  - (B) Dissatisfaction
  - (C) Job satisfaction
  - (D) Absenteeism
56. Perception is the process of:
- (A) Receiving information
  - (B) Interpreting information
  - (C) Giving meaning to environment
  - (D) All of the above

57. Selective perception means:
- (A) Seeing everything clearly
  - (B) Ignoring all information
  - (C) Interpreting information based on personal interest
  - (D) Accepting facts objectively
58. Halo effect occurs when:
- (A) We judge a person based on one positive trait
  - (B) We ignore all traits
  - (C) We collect full information
  - (D) We evaluate objectively
59. Stereotyping means:
- (A) Judging someone based on group characteristics
  - (B) Fair evaluation
  - (C) Individual assessment
  - (D) Neutral judgement
60. Attribution theory explains:
- (A) Motivation
  - (B) How people explain causes of behaviour
  - (C) Learning process
  - (D) Leadership styles
61. Learning is defined as:
- (A) Change in behaviour due to experience
  - (B) Temporary change in mood
  - (C) Increase in salary
  - (D) Change in physical growth
62. Classical conditioning was proposed by:
- (A) Skinner
  - (B) Pavlov
  - (C) Maslow
  - (D) Herzberg
63. Operant conditioning is associated with:
- (A) Pavlov
  - (B) Freud
  - (C) Skinner
  - (D) McGregor
64. Reinforcement theory focuses on:
- (A) Needs
  - (B) Rewards and punishment
  - (C) Values
  - (D) Personality

65. Positive reinforcement means:
- (A) Ignoring behaviour
  - (B) Giving reward for desired behaviour
  - (C) Giving punishment
  - (D) Removing benefits
66. Maslow's hierarchy of needs includes:
- (A) Physiological needs
  - (B) Safety needs
  - (C) Self-actualisation
  - (D) All of the above
67. Herzberg's two-factor theory includes:
- (A) Hygiene and motivators
  - (B) Safety and security
  - (C) Rewards and punishment
  - (D) Power and politics
68. According to McGregor, Theory X assumes employees are:
- (A) Self-motivated
  - (B) Responsible
  - (C) Lazy and avoid work
  - (D) Creative
69. Vroom's Expectancy Theory is based on:
- (A) Effort-Performance-Reward relationship
  - (B) Needs hierarchy
  - (C) Reinforcement
  - (D) Equity
70. Equity theory is concerned with:
- (A) Fairness
  - (B) Punishment
  - (C) Authority
  - (D) Discipline
71. A group is defined as:
- (A) Two or more interacting individuals
  - (B) One individual
  - (C) Random people
  - (D) Customers only
72. Informal groups are formed by:
- (A) Management decision
  - (B) Social interaction
  - (C) Government
  - (D) Rules only

73. Group norms refer to:
- (A) Official rules
  - (B) Shared expectations of behaviour
  - (C) Personal values
  - (D) Policies
74. Cohesiveness in a group leads to:
- (A) Low performance
  - (B) High unity
  - (C) Conflict
  - (D) Absenteeism
75. Interpersonal skills are important for:
- (A) Effective communication
  - (B) Conflict resolution
  - (C) Teamwork
  - (D) All of the above
76. Conflict arises due to:
- (A) Communication barriers
  - (B) Differences in goals
  - (C) Scarce resources
  - (D) All of the above
77. Avoiding style of conflict management means:
- (A) Facing conflict
  - (B) Ignoring conflict
  - (C) Compromising
  - (D) Collaborating
78. Win-win solution is achieved in:
- (A) Competition
  - (B) Avoidance
  - (C) Collaboration
  - (D) Forcing
79. Functional conflict is:
- (A) Harmful
  - (B) Beneficial for organisation
  - (C) Illegal
  - (D) Personal
80. Negotiation is a process of:
- (A) Fighting
  - (B) Reaching agreement
  - (C) Ignoring issues
  - (D) Forcing decision

81. Communication is the process of:
- (A) Sending information only
  - (B) Receiving information only
  - (C) Exchange of information and understanding
  - (D) Writing letters
82. Noise in communication refers to:
- (A) Loud sound only
  - (B) Barrier in communication
  - (C) Clear message
  - (D) Feedback
83. Feedback helps to:
- (A) Distort message
  - (B) Clarify understanding
  - (C) Create confusion
  - (D) Delay communication
84. Grapevine communication is:
- (A) Formal
  - (B) Official
  - (C) Informal
  - (D) Written
85. Effective communication improves:
- (A) Productivity
  - (B) Morale
  - (C) Coordination
  - (D) All of the above
86. Leadership is the ability to:
- (A) Control strictly
  - (B) Influence others
  - (C) Punish employees
  - (D) Avoid responsibility
87. Autocratic leadership style is based on:
- (A) Participation
  - (B) Authority
  - (C) Freedom
  - (D) Equality
88. Democratic leadership encourages:
- (A) Employee participation
  - (B) Fear
  - (C) Strict control
  - (D) Isolation
89. Laissez-faire leadership means:
- (A) Total control
  - (B) No freedom
  - (C) Full freedom to employees
  - (D) Punishment
90. Transformational leaders focus on:
- (A) Routine tasks
  - (B) Inspiring and motivating followers
  - (C) Strict discipline
  - (D) Rules only

91. Power is the ability to:
- (A) Influence behaviour
  - (B) Control machines
  - (C) Write rules
  - (D) Hire employees
92. Legitimate power comes from:
- (A) Personality
  - (B) Position in organisation
  - (C) Knowledge
  - (D) Rewards
93. Expert power is based on:
- (A) Authority
  - (B) Knowledge and skills
  - (C) Fear
  - (D) Position
94. Organisational politics refers to:
- (A) Government policies
  - (B) Use of power for personal interest
  - (C) Elections
  - (D) Social welfare
95. Resistance to change may occur due to:
- (A) Fear of unknown
  - (B) Habit
  - (C) Economic insecurity
  - (D) All of the above
96. Education and communication help in:
- (A) Increasing resistance
  - (B) Reducing resistance
  - (C) Creating fear
  - (D) Ignoring change
97. Organisational culture refers to:
- (A) Formal structure
  - (B) Shared values and beliefs
  - (C) Salary system
  - (D) Technology
98. Strong organisational culture leads to:
- (A) Clear identity
  - (B) Unity
  - (C) Commitment
  - (D) All of the above
99. Organisational development (OD) aims at:
- (A) Improving organisational effectiveness
  - (B) Increasing conflict
  - (C) Reducing morale
  - (D) Avoiding participation
100. Planned change is:
- (A) Sudden
  - (B) Accidental
  - (C) Intentional and systematic
  - (D) Uncontrolled

## **Rough Work**

**Example :**

**Question :**

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

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 & 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.

**Imp't. On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.**

**उदाहरण :**

**प्रश्न :**

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० 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. ओ०एम०आर० 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 में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, 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 प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।