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Roll No. \_\_\_\_\_

Question Booklet Number

O.M.R. Serial No. :

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## B.B.A. II Semester Examination, 2025-26

### Organisational Behaviour

Paper Code								
F	O	1	O	2	O	1	T	N

Question Booklet Series

**D**

Time : 1 : 30 Hours ]

[ Maximum 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 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 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 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 गये हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C तथा D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छँटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)

**Rough Work**

रफ़ कार्य

1. Goal attainment approach measures effectiveness by:
  - (A) Employee happiness
  - (B) Market trends
  - (C) Achievement of stated objectives
  - (D) Organizational politics
2. Kurt Lewin's model of change includes:
  - (A) Planning, Organizing, Controlling
  - (B) Unfreezing, Changing, Refreezing
  - (C) Directing, Staffing, Reporting
  - (D) Forming, Storming, Norming
3. Organizational Development (OD) primarily focuses on:
  - (A) Increasing profits only
  - (B) Planned change using behavioral science knowledge
  - (C) Downsizing employees
  - (D) Cost reduction
4. Formal groups are created by:
  - (A) Employees
  - (B) Social media
  - (C) Organization structure
  - (D) Trade unions
5. Transformational leadership focuses on:
  - (A) Strict rules
  - (B) Inspiring and motivating followers
  - (C) Punishment
  - (D) Centralized authority
6. A leadership style commonly observed in traditional Indian organizations is:
  - (A) Laissez-faire
  - (B) Autocratic
  - (C) Participative
  - (D) Bureaucratic
7. Trait theory of leadership focuses on:
  - (A) Situation
  - (B) Leader's personal qualities
  - (C) Followers
  - (D) Rewards
8. The "Blind Area" refers to information that is:
  - (A) Known to self only
  - (B) Known to others but not self
  - (C) Unknown to everyone
  - (D) Shared openly
9. The Johari Window model was developed by:
  - (A) Luft and Ingham
  - (B) Maslow and Herzberg
  - (C) Blake and Mouton
  - (D) Tannenbaum and Schmidt
10. In Transactional Analysis, the three ego states are:
  - (A) Id, Ego, Superego
  - (B) Parent, Adult, Child
  - (C) Leader, Member, Follower
  - (D) Think, Feel, Act
11. Transactional Analysis was developed by:
  - (A) Sigmund Freud
  - (B) Abraham Maslow
  - (C) Douglas McGregor
  - (D) Eric Berne
12. The process of transmitting information and understanding from one person to another is called :
  - (A) Motivation
  - (B) Leadership
  - (C) Communication
  - (D) Perception

- 13. Assertion (A):** Even if expectancy and instrumentality are high, motivation can be low.  
**Reason (R):** If valence is low, the reward may not be attractive to the employee.
- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is NOT the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
- 14. Assertion (A):** According to Maslow, self actualization is achieved only after lower needs are satisfied.  
**Reason (R):** Lower-level needs such as physiological and safety needs dominate behavior when unsatisfied.
- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is NOT the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
- 15. Assertion (A):** Extrinsic rewards always guarantee high motivation.  
**Reason (R):** Extrinsic rewards include salary, bonuses, and promotions.
- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is NOT the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
- 16. Assertion (A):** Employees tend to repeat behavior that is rewarded.  
**Reason (R):** According to operant conditioning, behavior is shaped by its consequences.
- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is NOT the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
- 17.** If an employee believes performance will not lead to rewards, this is low:
- (A) Expectancy
  - (B) Instrumentality
  - (C) Valence
  - (D) Reinforcement
- 18.** If employees are not dissatisfied but not highly motivated either, it may mean:
- (A) Hygiene factors are adequate but motivators are missing
  - (B) Motivators are strong
  - (C) Punishment is applied
  - (D) Expectancy is high
- 19.** A manager who encourages autonomy and participation believes in:
- (A) Theory X
  - (B) Theory Y
  - (C) Hygiene theory
  - (D) Reinforcement theory
- 20.** Providing opportunities for creativity and personal growth satisfies:
- (A) Physiological needs
  - (B) Esteem needs
  - (C) Self-actualization needs
  - (D) Security needs

21. Motivation is best defined as:
- (A) Personality trait
  - (B) The process that energizes, directs, and sustains behavior
  - (C) Financial incentives only
  - (D) Emotional intelligence
22. Removing strict supervision after employees show improved performance is an example of:
- (A) Positive reinforcement
  - (B) Punishment
  - (C) Negative reinforcement
  - (D) Extinction
23. A new employee learns customer handling by watching senior staff. This is:
- (A) Trial-and-error learning
  - (B) Operant conditioning
  - (C) Observational learning
  - (D) Reinforcement theory
24. Riya assumes her new manager is strict because he rarely smiles during meetings. Later she realizes he is actually supportive. This is an example of:
- (A) Selective perception
  - (B) Halo effect
  - (C) Stereotyping
  - (D) Projection
25. Two managers interpret the same employee behavior differently. This shows that perception is:
- (A) Objective
  - (B) Subjective
  - (C) Scientific
  - (D) Accurate
26. A confident employee volunteers for challenging tasks. This reflects high:
- (A) Self-esteem
  - (B) Neuroticism
  - (C) External control
  - (D) Anxiety
27. A manager with an "Internal Locus of Control" will likely:
- (A) Take responsibility for a project's failure
  - (B) Blame the economy for poor sales
  - (C) Fire employees randomly
  - (D) Believe in horoscopes for business decisions
28. Openness to Experience is a trait most required in which type of job?
- (A) Data entry
  - (B) Advertising and Creative Design
  - (C) Accounting
  - (D) Security guarding
29. A person who is sociable, talkative, and assertive scores high on:
- (A) Agreeableness
  - (B) Extraversion
  - (C) Neuroticism
  - (D) Openness to experience
30. One major opportunity for OB in modern organizations is:
- (A) Downsizing without planning
  - (B) Ignoring diversity
  - (C) Building inclusive and adaptive workplaces
  - (D) Avoiding innovation
31. Which model assumes that employees are self-motivated and managers should act as facilitators?
- (A) Autocratic
  - (B) Supportive
  - (C) Custodial
  - (D) Machiavellian

32. Social Goals focus on:
- (A) Only internal office parties
  - (B) The organization's contribution to the welfare of society
  - (C) Increasing the CEO's bonus
  - (D) Reducing the number of employees
33. Workforce Diversity is a challenge because:
- (A) It makes the workplace boring
  - (B) It requires managers to shift from "treating everyone alike" to recognizing differences
  - (C) It is illegal in most countries
  - (D) It reduces the pool of available talent
34. The Collegial Model is most effective in environments where:
- (A) Tasks are repetitive and unskilled
  - (B) Work is intellectual and requires teamwork
  - (C) Employees are unmotivated and need strict supervision
  - (D) The budget is extremely tight
35. Ethical behavior in organizations is important because it:
- (A) Reduces paperwork
  - (B) Improves trust and organizational image
  - (C) Eliminates supervision
  - (D) Increases hierarchy
36. Which challenge involves balancing the needs of the organization with the employee's need for personal time?
- (A) Total Quality Management.
  - (B) Helping Employees Balance Work-Life Conflicts.
  - (C) Workforce Diversity.
  - (D) Ethical Behavior.
37. Which of the following represents a technological challenge for OB?
- (A) Employee absenteeism
  - (B) Social loafing
  - (C) Use of artificial intelligence in workplace
  - (D) Employee motivation
38. A manager is analyzing why a specific team is consistently missing deadlines. Which level of OB analysis is this?
- (A) Individual Level
  - (B) Group Level
  - (C) Organizational Level
  - (D) Global Level
- 39. Assertion (A):** OB focuses only on individual behavior.  
**Reason (R):** It ignores group and organizational systems.
- (A) Both statements are true and (R) is the correct explanation of (A).
  - (B) Both statements are true but (R) is NOT the correct explanation of (A).
  - (C) (A) is true but (R) is false
  - (D) (A) is false but (R) is true
40. Workforce diversity refers to:
- (A) Employees of same age group
  - (B) Homogeneous workforce
  - (C) Differences among employees in terms of gender, age, ethnicity, etc.
  - (D) Hiring only skilled workers

41. The shift from "Command and Control" to "Empowerment" is an opportunity to:
- (A) Reduce employee salaries.
  - (B) Centralize decision-making.
  - (C) Increase employee job satisfaction and responsiveness.
  - (D) Automate all human tasks.
42. OB is science-based because it:
- (A) Uses systematic study
  - (B) Avoids research
  - (C) Ignores data
  - (D) Relies on guesswork
43. Which of the following is a key objective of OB?
- (A) Wealth maximization
  - (B) Understanding and improving employee performance
  - (C) Reducing production cost only
  - (D) Advertising development
44. The Autocratic model is based on:
- (A) Power
  - (B) Support
  - (C) Partnership
  - (D) Trust
45. When a supervisor tries to understand why an employee feels demotivated, OB is concerned with:
- (A) Human behavior
  - (B) Technology
  - (C) Infrastructure
  - (D) Accounting
46. The nature of OB is:
- (A) Theoretical only
  - (B) Action-oriented and interdisciplinary
  - (C) Limited to HR department
  - (D) Based on assumptions only
47. **Assertion (A):** Organizational Behavior studies human behavior in organizations.  
**Reason (R):** It focuses only on financial performance.
- (A) Both statements are true and (R) is the correct explanation of (A).
  - (B) Both statements are true but (R) is NOT the correct explanation of (A) .
  - (C) (A) is true but (R) is false.
  - (D) (A) is false but (R) is true.
48. Rapid technological change requires managers to focus on:
- (A) Employee adaptability
  - (B) Reducing staff
  - (C) Ignoring change
  - (D) Avoiding training
49. A manager studies employee absenteeism patterns to improve productivity. This reflects the \_\_\_ nature of OB.
- (A) Theoretical
  - (B) Applied
  - (C) Historical
  - (D) Political
50. The study of OB focuses on behavior at which three levels?
- (A) Individual, Group, Organizational
  - (B) Personal, Social, Global
  - (C) Internal, External, Environmental
  - (D) Planning, Organizing, Controlling

51. Which type of power is based on expertise and skills?  
 (A) Reward power  
 (B) Coercive power  
 (C) Expert power  
 (D) Legitimate power
52. Which of the following can damage interpersonal relationships in organizations?  
 (A) Trust  
 (B) Respect  
 (C) Miscommunication  
 (D) Cooperation
53. Which of the following is true about organizational culture?  
 (A) It has no impact on performance  
 (B) It guides employees' behavior and decision-making  
 (C) It exists only in small organizations  
 (D) It is only reflected in formal policies
54. **Statement 1:** Organizational goals provide direction for decision-making.  
**Statement 2:** Organizations can function effectively without clear goals.  
 (A) Only Statement 1 is correct.  
 (B) Only Statement 2 is correct.  
 (C) Both Statements 1 and 2 are correct.  
 (D) Both Statements 1 and 2 are incorrect.
55. A senior executive's decision is accepted by employees mainly because of their formal position in the hierarchy, This is an example of:  
 (A) Referent power  
 (B) Legitimate power  
 (C) Expert power  
 (D) Coercive power
56. **Assertion (A):** Unfreezing is the final stage of the change process.  
**Reason (R):** Unfreezing prepares employees to accept change.  
 (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).  
 (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).  
 (C) (A) is true, but (R) is false.  
 (D) (A) is false, but (R) is true.
57. Positive interpersonal behavior in the workplace leads to:  
 (A) Increased conflict  
 (B) Poor communication  
 (C) Better teamwork and cooperation  
 (D) Reduced productivity
58. A multinational company hires employees from different countries and cultures. The HR manager conducts cultural awareness training to avoid misunderstandings among employees. This situation mainly relates to:  
 (A) Organizational politics  
 (B) Cultural diversity management  
 (C) Conflict avoidance  
 (D) Job specialization

59. Which factor does NOT directly indicate organizational effectiveness?
- (A) Employee productivity
  - (B) Achievement of organizational goals
  - (C) Organizational adaptability
  - (D) Personal popularity of managers
60. **Statement 1:** Globalization creates opportunities for organizations to expand their operations.
- Statement 2:** Organizational Behavior helps managers manage employees from diverse cultures.
- (A) Only Statement 1 is correct.
  - (B) Only Statement 2 is correct.
  - (C) Both Statements 1 and 2 are correct.
  - (D) Both Statements 1 and 2 are incorrect.
61. **Assertion (A):** Organizational culture shapes employees' behavior and decision-making.
- Reason (R):** Shared values, beliefs, and norms guide how employees act in the organization.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
62. Organizational effectiveness refers to:
- (A) The ability to maintain employee satisfaction only
  - (B) The degree to which an organization achieves its goals
  - (C) Reducing political behavior in the organization
  - (D) Maximizing informal communication
63. Political behavior in organizations typically involves:
- (A) Using formal authority only
  - (B) Activities to influence decisions for personal or group advantage
  - (C) Avoiding any interaction with peers
  - (D) Following rules strictly
64. Management involves key employees in planning a departmental reorganization to gain their support. This strategy is:
- (A) Coercion
  - (B) Manipulation
  - (C) Participation
  - (D) Avoidance
65. **Statement 1:** Workplace diversity refers to differences in age, gender, culture, and background among employees.
- Statement 2:** Modern organizations encourage diversity to improve creativity and innovation.
- (A) Only Statement 1 is correct.
  - (B) Only Statement 2 is correct.
  - (C) Both Statements 1 and 2 are correct.
  - (D) Both Statements 1 and 2 are incorrect.

66. Which of the following is a key function of organizational culture?  
 (A) Provides identity to members  
 (B) Eliminates the need for resources  
 (C) Guarantees profit  
 (D) Controls the stock market
67. Which concept focuses on employee mental health and well-being at work?  
 (A) Job rotation  
 (B) Employee wellness programs  
 (C) Scientific management  
 (D) Bureaucracy
68. After losing market share to competitors, a firm quickly revises its pricing and marketing strategy. This type of change is:  
 (A) Planned change  
 (B) Developmental change  
 (C) Reactive change  
 (D) Cultural change
69. **Assertion (A):** Management of change involves a systematic approach to transitioning individuals and organizations to a desired future state.  
**Reason (R):** Change affects structures, processes, and employee behavior.  
 (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).  
 (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).  
 (C) (A) is true, but (R) is false.  
 (D) (A) is false, but (R) is true.
70. The use of collaborative tools like online platforms for teamwork represents:  
 (A) Informal communication  
 (B) Virtual teams and modern OB practices  
 (C) Organizational conflict  
 (D) Centralized authority
71. **Assertion (A):** Quality of Work Life is only relevant for large organizations.  
**Reason (R):** Small organizations also need satisfied and motivated employees.  
 (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).  
 (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).  
 (C) (A) is true, but (R) is false.  
 (D) (A) is false, but (R) is true.
72. Emotional intelligence in organizations mainly helps employees to:  
 (A) Control machines  
 (B) Manage emotions and relationships effectively  
 (C) Avoid teamwork  
 (D) Increase hierarchy

73. Which of the following is a recent trend in Organizational Behavior?
- (A) Digital workplace
  - (B) Scientific management
  - (C) Classical management
  - (D) Bureaucratic management
74. An employee spreads negative rumors about a colleague to damage their reputation. This type of conflict is:
- (A) Task conflict
  - (B) Functional conflict
  - (C) Interpersonal conflict
  - (D) Constructive conflict
75. Employees complain about lack of job security due to frequent layoffs. Which action could improve their Quality of Work Life?
- (A) Increasing supervision
  - (B) Providing job security and transparent communication
  - (C) Ignoring employee concerns
  - (D) Increasing work pressure
76. Which of the following is a visible element of organizational culture?
- (A) Core values
  - (B) Beliefs
  - (C) Artifacts and symbols
  - (D) Norms
77. Recent advances in Organizational Behavior mainly focus on:
- (A) Employee discipline
  - (B) Understanding human behavior in modern workplaces
  - (C) Reducing employee salaries
  - (D) Increasing hierarchy
78. A company introduces a new ERP system. Employees are anxious because they are unfamiliar with the software. Management organizes training workshops before implementation. This action primarily aims to:
- (A) Enforce compliance
  - (B) Reduce resistance through education
  - (C) Increase job insecurity
  - (D) Delay change
79. Flexible working hours are introduced mainly to improve:
- (A) Organizational politics
  - (B) Quality of Work Life
  - (C) Organizational conflict
  - (D) Formal communication
- 80. Assertion (A):** Quality of Work Life programs aim to improve employee satisfaction and well-being.  
**Reason (R):** They focus on improving working conditions, participation, and work-life balance.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.

- 81. Assertion (A):** Organizational culture is always visible and easy to measure.  
**Reason (R):** Culture consists of observable symbols, rituals, and language.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).  
 (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).  
 (C) (A) is true, but (R) is false.  
 (D) (A) is false, but (R) is true.
82. When a manager avoids a disagreement hoping it will resolve itself, the conflict handling style used is:  
 (A) Competing  
 (B) Collaborating  
 (C) Avoiding  
 (D) Compromising
83. A company hires an external consultant to improve teamwork and communication during a transformation process. This is an example of:  
 (A) Organizational politics  
 (B) Organizational development intervention  
 (C) Power restructuring  
 (D) Cost-cutting
84. Before implementing a major policy shift, a company communicates the reasons for change and expected benefits to employees. This step corresponds to:  
 (A) Refreezing  
 (B) Unfreezing  
 (C) Forcing  
 (D) Delegating
- 85. Assertion (A):** Teams require mutual accountability among members.  
**Reason (R):** Team members share a common purpose and collective responsibility.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).  
 (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).  
 (C) (A) is true, but (R) is false.  
 (D) (A) is false, but (R) is true.
86. During a new product launch, employees report both to the functional manager and the project manager. This indicates a:  
 (A) Centralized structure  
 (B) Functional structure  
 (C) Matrix structure  
 (D) Informal structure

87. In Department A, employees share responsibility for results. In Department B, employees are evaluated individually. Department A is most likely a:
- (A) Work group
  - (B) Informal group
  - (C) Team
  - (D) Command chain
88. Employees from different departments regularly meet after work to discuss career growth and personal matters. This is a:
- (A) Command group
  - (B) Informal group
  - (C) Functional group
  - (D) Production team
89. **Assertion (A):** Group think improves the quality of decision-making.
- Reason (R):** Group think encourages critical evaluation of alternatives.
- (A) Both Assertion (A) and Reason (R) are true and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
90. Conflict in an organization can be defined as:
- (A) Cooperation between employees.
  - (B) A process in which one party perceives that another has negatively affected something it cares about.
  - (C) Agreement between two parties
  - (D) Informal communication
91. A team makes a better decision than any individual could alone because members bring diverse information. This reflects:
- (A) Social loafing
  - (B) Positive synergy
  - (C) Avoidance
  - (D) Competition
92. **Assertion (A):** In a functional structure, employees are grouped according to specialization.
- Reason (R):** Functional structures enhance efficiency through expertise.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.

93. Which of the following is an important component of Quality of Work Life?
- (A) Job security
  - (B) Work-life balance
  - (C) Safe working conditions
  - (D) All of the above
94. Group decision-making is generally superior to individual decision-making because it:
- (A) Takes less time
  - (B) Eliminates conflict
  - (C) Provides diverse perspectives
  - (D) Avoids responsibility
95. The main objective of Quality of Work Life is to:
- (A) Increase employee workload
  - (B) Improve employee satisfaction and organizational effectiveness
  - (C) Reduce employee participation
  - (D) Eliminate teamwork
96. **Assertion (A):** Resistance to change can arise from fear of the unknown. **Reason (R):** Employees may feel uncertain about new roles and responsibilities.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.
97. Which of the following is an example of a formal group?
- (A) Friends in a cafeteria
  - (B) Task force created by management
  - (C) Employees sharing common interests
  - (D) Social media community
98. Management evaluates employee feedback after implementing change and modifies certain policies accordingly. This step improves:
- (A) Resistance
  - (B) Organizational politics
  - (C) Change effectiveness
  - (D) Conflict
99. Which of the following is NOT a common source- of organizational conflict?
- (A) Scarcity of resources
  - (B) Goal differences
  - (C) Effective communication
  - (D) Role ambiguity
100. **Assertion (A):** Formal groups are created by organizational authority. **Reason (R):** Formal groups arise naturally from social interactions among employees.
- (A) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
  - (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
  - (C) (A) is true, but (R) is false.
  - (D) (A) is false, but (R) is true.

**Rough Work**  
रफ़ कार्य

**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.

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