

Roll. No. ....

Question Booklet Number

O.M.R. Serial No.

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

**(Back Paper)**

**COMMERCE**

**( Organizational Behaviour )**

**[ CODE : BCH-203 ]**

**Paper Code**

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**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 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 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 छॉटना 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 organisation
  - (B) Human behaviour in organisation
  - (C) Financial management
  - (D) Marketing strategies
2. OB is the study of:
  - (A) Individual behaviour only
  - (B) Group behaviour only
  - (C) Individual and group behaviour in organisations
  - (D) Production systems
3. The main objective of OB is to:
  - (A) Increase profits only
  - (B) Understand and improve employee behaviour
  - (C) Reduce costs
  - (D) Control workers
4. Organisational Behaviour is:
  - (A) A technical subject
  - (B) Behavioural science approach
  - (C) Engineering field
  - (D) Accounting discipline
5. OB helps managers to:
  - (A) Understand employees better
  - (B) Increase machinery efficiency
  - (C) Reduce taxes
  - (D) Eliminate labour
6. A manager's role in OB is mainly to:
  - (A) Ignore employee behaviour
  - (B) Understand and guide behaviour
  - (C) Replace workers
  - (D) Avoid communication
7. Which managerial function focuses on directing employees?
  - (A) Planning
  - (B) Organising
  - (C) Leading
  - (D) Controlling
8. Managers motivate employees to:
  - (A) Reduce productivity
  - (B) Achieve organisational goals
  - (C) Increase conflict
  - (D) Avoid work
9. Managers must understand employee behaviour to:
  - (A) Improve performance
  - (B) Decrease communication
  - (C) Increase tension
  - (D) Reduce teamwork

10. Which skill helps managers understand people better?
- (A) Technical skill
  - (B) Human skill
  - (C) Conceptual skill
  - (D) Mechanical skill
11. Direct forces affecting behaviour include:
- (A) Family background
  - (B) Technology
  - (C) Managers and supervisors
  - (D) Government policies
12. Indirect forces affecting behaviour include:
- (A) Supervisor
  - (B) Co-workers
  - (C) Social environment
  - (D) Manager
13. Which is an internal force affecting behaviour?
- (A) Personality
  - (B) Government policy
  - (C) Technology
  - (D) Economy
14. Economic conditions are:
- (A) Direct forces
  - (B) Internal forces
  - (C) External forces
  - (D) Personal forces
15. Organisational culture influences behaviour as a:
- (A) Direct force
  - (B) Indirect force
  - (C) Mechanical force
  - (D) Legal force
16. Which field contributes to understanding individual behaviour?
- (A) Psychology
  - (B) Physics
  - (C) Chemistry
  - (D) Mathematics
17. Sociology mainly studies:
- (A) Individual behaviour
  - (B) Group behaviour
  - (C) Chemical reactions
  - (D) Accounting systems
18. Anthropology studies:
- (A) Human cultures and societies
  - (B) Machines
  - (C) Finance
  - (D) Computers

19. Political science contributes to OB by studying:
- (A) Power and conflict
  - (B) Machinery
  - (C) Sales techniques
  - (D) Accounting
20. Social psychology studies:
- (A) Individual behaviour in groups
  - (B) Engineering systems
  - (C) Tax policies
  - (D) Production methods
21. Motivation means:
- (A) Punishing employees
  - (B) Inspiring employees to work
  - (C) Reducing wages
  - (D) Ignoring workers
22. Motivation may come from:
- (A) Internal factors
  - (B) External rewards
  - (C) Both (A) and (B)
  - (D) None of these
23. Salary and bonus are examples of:
- (A) Intrinsic motivation
  - (B) Extrinsic motivation
  - (C) Psychological needs
  - (D) Social needs
24. Interest and satisfaction from work are:
- (A) Extrinsic motivation
  - (B) Intrinsic motivation
  - (C) Financial rewards
  - (D) External forces
25. Recognition and praise motivate employees because they satisfy:
- (A) Social needs
  - (B) Esteem needs
  - (C) Safety needs
  - (D) Physiological needs
26. Maslow's theory is known as:
- (A) Two-factor theory
  - (B) Need hierarchy theory
  - (C) Reinforcement theory
  - (D) Equity theory
27. The lowest level in Maslow's hierarchy is:
- (A) Safety needs
  - (B) Social needs
  - (C) Physiological needs
  - (D) Self-actualisation

28. Herzberg proposed:
- (A) Need hierarchy theory
  - (B) Two-factor theory
  - (C) Expectancy theory
  - (D) Equity theory
29. Hygiene factors in Herzberg theory include:
- (A) Salary
  - (B) Achievement
  - (C) Recognition
  - (D) Responsibility
30. McGregor's Theory X assumes employees:
- (A) love work
  - (B) avoid responsibility
  - (C) are self-motivated
  - (D) seek challenges
31. McGregor's Theory Y assumes employees:
- (A) hate work
  - (B) need strict control
  - (C) are responsible and creative
  - (D) avoid work
32. Perception means:
- (A) Learning behaviour
  - (B) Interpreting information
  - (C) Punishing employees
  - (D) Giving rewards
33. The perception process begins with:
- (A) Interpretation
  - (B) Attention
  - (C) Stimulus
  - (D) Behaviour
34. Perception is influenced by:
- (A) Experience
  - (B) Attitudes
  - (C) Motives
  - (D) All of these
35. Selective perception means:
- (A) Seeing everything clearly
  - (B) Ignoring information
  - (C) Seeing only what we want to see
  - (D) Understanding correctly
36. Stereotyping means:
- (A) Judging individuals based on group characteristics
  - (B) Correct judgement
  - (C) Learning behaviour
  - (D) Motivation

37. Learning is defined as:
- (A) Permanent change in behaviour due to experience
  - (B) Temporary behaviour
  - (C) Natural ability
  - (D) Biological growth
38. Which psychologist proposed classical conditioning?
- (A) Pavlov
  - (B) Skinner
  - (C) Maslow
  - (D) Herzberg
39. Operant conditioning was developed by:
- (A) Pavlov
  - (B) Skinner
  - (C) McGregor
  - (D) Herzberg
40. Reinforcement means:
- (A) Punishment
  - (B) Strengthening behaviour
  - (C) Ignoring behaviour
  - (D) Removing behaviour
41. Positive reinforcement involves:
- (A) Giving rewards
  - (B) Punishing behaviour
  - (C) Ignoring behaviour
  - (D) Removing benefits
42. Negative reinforcement involves:
- (A) Giving punishment
  - (B) Removing unpleasant conditions
  - (C) Giving reward
  - (D) Ignoring behaviour
43. Punishment is used to:
- (A) Encourage behaviour
  - (B) Stop undesirable behaviour
  - (C) Reward employees
  - (D) Increase satisfaction
44. Extinction means:
- (A) Rewarding behaviour
  - (B) Removing reinforcement
  - (C) Giving punishment
  - (D) Encouraging behaviour
45. Continuous reinforcement means:
- (A) Reward every behaviour
  - (B) Reward sometimes
  - (C) Never reward
  - (D) Only punish

46. Learning occurs through:
- (A) Experience
  - (B) Practice
  - (C) Observation
  - (D) All of these
47. Observational learning was explained by:
- (A) Albert Bandura
  - (B) Maslow
  - (C) Herzberg
  - (D) Pavlov
48. Reinforcement theory is mainly related to:
- (A) Motivation
  - (B) Learning behaviour
  - (C) Leadership
  - (D) Planning
49. Behaviour modification uses:
- (A) Punishment only
  - (B) Reinforcement techniques
  - (C) Financial rewards only
  - (D) Leadership
50. Learning helps employees to:
- (A) Improve performance
  - (B) Increase mistakes
  - (C) Reduce skills
  - (D) Avoid work
51. Group behaviour refers to:
- (A) Behaviour of machines
  - (B) Behaviour of individuals working alone
  - (C) Behaviour of individuals in a group
  - (D) Behaviour of customers
52. A group is defined as:
- (A) Two or more individuals interacting with each other
  - (B) A single person working alone
  - (C) A machine system
  - (D) A financial unit
53. Group behaviour helps organisations to:
- (A) Increase conflict only
  - (B) Achieve organisational goals
  - (C) Reduce communication
  - (D) Avoid teamwork
54. Group members usually share:
- (A) Common goals
  - (B) Different interests only
  - (C) No interaction
  - (D) No objectives

55. One reason for group formation is:
- (A) Security
  - (B) Isolation
  - (C) Competition only
  - (D) Conflict
56. People join groups mainly for:
- (A) Social needs
  - (B) Isolation
  - (C) Avoiding work
  - (D) Personal loss
57. Groups are formed to achieve:
- (A) Personal goals only
  - (B) Common objectives
  - (C) Individual benefits only
  - (D) Conflict
58. Friendship is a reason for:
- (A) Group formation
  - (B) Group conflict
  - (C) Communication barrier
  - (D) Leadership failure
59. Formal groups are created by:
- (A) Employees
  - (B) Management
  - (C) Society
  - (D) Customers
60. Informal groups are formed due to:
- (A) Organisational rules
  - (B) Personal relationships
  - (C) Company policy
  - (D) Government law
61. Command groups consist of:
- (A) Manager and subordinates
  - (B) Friends
  - (C) Family members
  - (D) Customers
62. Task groups are formed to:
- (A) Perform specific tasks
  - (B) Socialise
  - (C) Relax
  - (D) Avoid work
63. Interest groups are formed to:
- (A) Achieve common interests
  - (B) Perform official work
  - (C) Avoid management
  - (D) Reduce communication
64. Group cohesiveness means:
- (A) Attraction among group members
  - (B) Conflict among members
  - (C) Lack of unity
  - (D) Individualism

65. Small group size usually leads to:
- (A) Low cohesiveness
  - (B) High cohesiveness
  - (C) No communication
  - (D) Conflict
66. Similar attitudes among members increase:
- (A) Group conflict
  - (B) Group cohesiveness
  - (C) Individualism
  - (D) Isolation
67. Success of group performance leads to:
- (A) Reduce unity
  - (B) Higher cohesiveness
  - (C) Less motivation
  - (D) Poor communication
68. Group decision making means:
- (A) Decision by one person
  - (B) Decision by group members together
  - (C) Decision by machines
  - (D) Decision by customers
69. One advantage of group decision-making is:
- (A) Limited ideas
  - (B) More information and ideas
  - (C) Slow communication
  - (D) Increased conflict
70. One disadvantage of group decision-making is:
- (A) Time consuming
  - (B) More ideas
  - (C) Participation
  - (D) Cooperation
71. Brainstorming technique is used for:
- (A) Generating ideas
  - (B) Reducing work
  - (C) Punishment
  - (D) Motivation
72. Communication means:
- (A) Exchange of information
  - (B) Punishment of employees
  - (C) Giving orders only
  - (D) Ignoring workers
73. The communication process starts with:
- (A) Message
  - (B) Sender
  - (C) Receiver
  - (D) Feedback

74. Encoding means:
- (A) Converting message into symbols
  - (B) Receiving message
  - (C) Ignoring message
  - (D) Giving feedback
75. Decoding means:
- (A) Sending message
  - (B) Interpreting message
  - (C) Ignoring message
  - (D) Writing message
76. Feedback helps to:
- (A) Confirm understanding
  - (B) Increase confusion
  - (C) Stop communication
  - (D) Avoid interaction
77. Leadership means:
- (A) Controlling employees
  - (B) Influencing people to achieve goals
  - (C) Ignoring employees
  - (D) Punishing workers
78. A leader motivates employees by:
- (A) Ignoring them
  - (B) Encouraging them
  - (C) Punishing them
  - (D) Avoiding communication
79. Autocratic leadership means:
- (A) Leader makes decisions alone
  - (B) Group decision-making
  - (C) No leadership
  - (D) Free employee control
80. Democratic leadership means:
- (A) Leader decides everything
  - (B) Employee participation in decision-making
  - (C) No communication
  - (D) Strict control
81. Laissez-faire leadership means:
- (A) No freedom to employees
  - (B) Full freedom to employees
  - (C) Strict supervision
  - (D) Punishment
82. Conflict means:
- (A) Cooperation
  - (B) Disagreement between individuals or groups
  - (C) Motivation
  - (D) Communication

83. Conflict occurs when:
- (A) Interests differ
  - (B) Goals are same
  - (C) Communication is clear
  - (D) Cooperation exists
84. Conflict may be:
- (A) Functional
  - (B) Dysfunctional
  - (C) Both (A) and (B)
  - (D) None of these
85. Conflict between two individuals is called:
- (A) Intrapersonal conflict
  - (B) Interpersonal conflict
  - (C) Intergroup conflict
  - (D) Organisational conflict
86. Conflict within an individual is:
- (A) Intergroup conflict
  - (B) Intrapersonal conflict
  - (C) Interpersonal conflict
  - (D) Organisational conflict
87. Conflict between groups is:
- (A) Intergroup conflict
  - (B) Intrapersonal conflict
  - (C) Individual conflict
  - (D) Personal conflict
88. Organisational culture means:
- (A) Rules only
  - (B) Shared values and beliefs in organisation
  - (C) Machines used in organisation
  - (D) Financial system
89. Organisational culture influences:
- (A) Employee behaviour
  - (B) Machines only
  - (C) Customers only
  - (D) Accounting systems
90. Strong culture leads to:
- (A) Clear values and behaviour
  - (B) Confusion
  - (C) Lack of unity
  - (D) Conflict
91. Organisational culture develops through:
- (A) Traditions and values
  - (B) Machines
  - (C) Technology
  - (D) Finance

92. Organisational change means:
- (A) No improvement
  - (B) Modification in structure or processes
  - (C) Stopping activities
  - (D) Reducing employees
93. Change may occur due to:
- (A) Technology
  - (B) Competition
  - (C) Environment
  - (D) All of these
94. Organisational development focuses on:
- (A) Improving effectiveness
  - (B) Reducing communication
  - (C) Increasing conflict
  - (D) Avoiding change
95. Training is important for:
- (A) Organisational development
  - (B) Increasing conflict
  - (C) Reducing skills
  - (D) Avoiding work
96. Resistance to change occurs because of:
- (A) Fear of uncertainty
  - (B) Job security concerns
  - (C) Habits
  - (D) All of these
97. Planned change is:
- (A) Sudden change
  - (B) Organised and systematic change
  - (C) Accidental change
  - (D) Random change
98. Change management helps to:
- (A) Improve adaptability
  - (B) Increase problems
  - (C) Reduce efficiency
  - (D) Avoid development
99. Organisational development mainly focuses on:
- (A) Human resources improvement
  - (B) Machines
  - (C) Accounting systems
  - (D) Financial statements
100. Successful change requires:
- (A) Leadership and communication
  - (B) Ignoring employees
  - (C) Avoiding planning
  - (D) Punishment

## **Rough Work**

## **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।