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

Question Booklet Number

O.M.R. Serial No. :

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## BCA II Sem. (NEP Back Paper) Examination, 2025-26

### (Organization Behaviour)

Paper Code						
B	C	A	2	0	0	3

Question Booklet Series

C

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)

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रफ़ कार्य

1. Effective stress management improves:
  - (A) Health
  - (B) Productivity
  - (C) Job satisfaction
  - (D) All of the above
2. Burnout results from:
  - (A) Short-term stress
  - (B) Chronic stress
  - (C) Positive stress
  - (D) Motivation
3. Which technique reduces stress?
  - (A) Meditation
  - (B) Exercise
  - (C) Relaxation
  - (D) All of the above
4. Time management helps in:
  - (A) Increasing stress
  - (B) Reducing stress
  - (C) Ignoring work
  - (D) Avoiding tasks
5. Which is a psychological symptom?
  - (A) Headache
  - (B) Fatigue
  - (C) Anxiety
  - (D) Sweating
6. Which is a physiological symptom?
  - (A) Depression
  - (B) Irritability
  - (C) High blood pressure
  - (D) Aggression
7. Which is a behavioral symptom of stress?
  - (A) Anxiety
  - (B) Absenteeism
  - (C) Headache
  - (D) Fatigue
8. Stress can impact performance by:
  - (A) Improving it always
  - (B) Reducing it always
  - (C) Improving or reducing depending on level
  - (D) Not affecting
9. Long-term stress leads to:
  - (A) Improved health
  - (B) Burnout
  - (C) Increased energy
  - (D) Satisfaction

10. Which stressor is related to role ambiguity?
- (A) Individual level
  - (B) Group level
  - (C) Organizational level
  - (D) External level
11. Organizational stress management includes:
- (A) Job redesign
  - (B) Employee counseling
  - (C) Flexible work schedules
  - (D) All of the above
12. Individual stress management strategies include:
- (A) Exercise
  - (B) Time management
  - (C) Relaxation techniques
  - (D) All of the above
13. Stress management aims to:
- (A) Eliminate stress completely
  - (B) Reduce and control stress
  - (C) Increase stress
  - (D) Ignore stress
14. Stress affects:
- (A) Individual
  - (B) Group
  - (C) Organization
  - (D) All of the above
15. Which is NOT a symptom of stress?
- (A) High energy
  - (B) Anxiety
  - (C) Fatigue
  - (D) Headache
16. Burnout is:
- (A) Physical illness
  - (B) Emotional exhaustion
  - (C) Temporary fatigue
  - (D) Motivation
17. Extra-organizational stressors include:
- (A) Family problems
  - (B) Financial issues
  - (C) Social pressures
  - (D) All of the above

18. Organizational stressors include:
- (A) Poor working conditions
  - (B) Job insecurity
  - (C) Organizational policies
  - (D) All of the above
19. Group-level stressors arise from:
- (A) Leadership issues
  - (B) Interpersonal conflict
  - (C) Group pressure
  - (D) All of the above
20. Individual stressors include:
- (A) Role conflict
  - (B) Workload
  - (C) Personality
  - (D) All of the above
21. Distress refers to:
- (A) Positive stress
  - (B) Neutral stress
  - (C) Negative stress
  - (D) Emotional balance
22. Eustress refers to:
- (A) Negative stress
  - (B) Positive stress
  - (C) Physical stress
  - (D) Mental stress
23. Stress can be categorized as:
- (A) Positive and negative
  - (B) Physical only
  - (C) Emotional only
  - (D) Behavioral only
24. Which of the following is a symptom of stress?
- (A) Fatigue
  - (B) Anxiety
  - (C) Irritability
  - (D) All of the above
25. Stress is defined as:
- (A) A state of mental or physical tension
  - (B) Happiness
  - (C) Relaxation
  - (D) Satisfaction

26. Personality helps in understanding:
- (A) Behavior
  - (B) Attitudes
  - (C) Performance
  - (D) All of the above
27. Internal locus individuals believe:
- (A) Luck controls outcomes
  - (B) Fate controls outcomes
  - (C) They control their destiny
  - (D) Others control outcomes
28. Which personality type is more prone to stress?
- (A) Type B
  - (B) Type A
  - (C) Stable type
  - (D) Passive type
29. MBTI includes dimensions like:
- (A) Introversiion–Extraversiion
  - (B) Thinking–Feeling
  - (C) Judging–Perceiving
  - (D) All of the above
30. Personality tests are used for:
- (A) Recruitment
  - (B) Selection
  - (C) Development
  - (D) All of the above
31. Openness to experience indicates:
- (A) Resistance to change
  - (B) Creativity and curiosity
  - (C) Rigidity
  - (D) Conservatism
32. Agreeableness reflects:
- (A) Aggression
  - (B) Cooperation and kindness
  - (C) Dominance
  - (D) Independence
33. Neuroticism refers to:
- (A) Emotional instability
  - (B) Emotional stability
  - (C) Intelligence
  - (D) Creativity

34. Extraversion refers to:
- (A) Being quiet
  - (B) Being outgoing and sociable
  - (C) Being anxious
  - (D) Being emotional
35. High conscientiousness leads to:
- (A) Poor performance
  - (B) High reliability
  - (C) Laziness
  - (D) Conflict
36. The Big Five model is also known as:
- (A) OCEAN model
  - (B) ABC model
  - (C) XYZ model
  - (D) DEF model
37. Personality is influenced by:
- (A) Heredity
  - (B) Environment
  - (C) Situation
  - (D) All of the above
38. Type B personality is:
- (A) Aggressive
  - (B) Relaxed and easy-going
  - (C) Highly competitive
  - (D) Time-urgent
39. Type A personality is characterized by:
- (A) Relaxed behavior
  - (B) Competitive and time-conscious behavior
  - (C) Passive attitude
  - (D) Emotional stability
40. External locus of control means:
- (A) Self-control
  - (B) Personal responsibility
  - (C) Outcomes due to external factors
  - (D) Internal strength
41. Internal locus of control means:
- (A) Outcomes depend on luck
  - (B) Outcomes depend on external forces
  - (C) Outcomes depend on personal actions
  - (D) No control
42. Locus of control refers to:
- (A) Emotional control
  - (B) Control over others
  - (C) Belief about control over events
  - (D) Physical control

43. MBTI is based on:
- (A) Type theory
  - (B) Trait theory
  - (C) Learning theory
  - (D) Behavior theory
44. Myers-Briggs Type Indicator (MBTI) measures:
- (A) Skills
  - (B) Personality preferences
  - (C) Intelligence
  - (D) Motivation
45. Which is NOT a Big Five trait?
- (A) Agreeableness
  - (B) Neuroticism
  - (C) Intelligence
  - (D) Openness
46. The Big Five traits include:
- (A) Openness
  - (B) Conscientiousness
  - (C) Extraversion
  - (D) All of the above
47. Type theories classify personality based on:
- (A) Behavior
  - (B) Categories or types
  - (C) Values
  - (D) Skills
48. Trait theory focuses on:
- (A) Stable characteristics of individuals
  - (B) Situations
  - (C) Motivation
  - (D) Learning
49. Determinants of personality include:
- (A) Heredity
  - (B) Environment
  - (C) Situation
  - (D) All of the above
50. Personality refers to:
- (A) Physical appearance
  - (B) Stable patterns of behavior, thoughts, and emotions
  - (C) Temporary mood
  - (D) Intelligence only

51. Attitude change depends on:

- (A) Communication
- (B) Experience
- (C) Persuasion
- (D) All of the above

52. Stereotyping means:

- (A) Group-based assumptions
- (B) Individual judgment
- (C) Accurate analysis
- (D) Scientific method

53. Motivation theories explain:

- (A) Behavior
- (B) Performance
- (C) Effort
- (D) All of the above

54. Which need is related to friendship?

- (A) Safety
- (B) Social
- (C) Esteem
- (D) Physiological

55. Values are shaped by:

- (A) Culture
- (B) Society
- (C) Experience
- (D) All of the above

56. Job satisfaction leads to:

- (A) High turnover
- (B) Low performance
- (C) Higher productivity
- (D) Absenteeism

57. Perception errors include:

- (A) Stereotyping
- (B) Halo effect
- (C) Projection
- (D) All of the above

58. Motivation improves:

- (A) Productivity
- (B) Morale
- (C) Efficiency
- (D) All of the above

59. Theory Y assumes:
- (A) Employees avoid work
  - (B) Employees need control
  - (C) Employees are self-directed
  - (D) Employees dislike responsibility
60. McGregor's Theory X assumes:
- (A) Employees are self-motivated
  - (B) Employees dislike work
  - (C) Employees are creative
  - (D) Employees are responsible
61. Self-actualization is:
- (A) Lowest need
  - (B) Highest need
  - (C) Basic need
  - (D) Security need
62. Maslow's hierarchy begins with:
- (A) Physiological needs
  - (B) Esteem needs
  - (C) Safety needs
  - (D) Social needs
63. Achievement motive refers to:
- (A) Avoiding work
  - (B) Desire to excel
  - (C) Fear of failure
  - (D) Social needs
64. Values are important because they:
- (A) Guide behavior
  - (B) Influence decisions
  - (C) Shape attitudes
  - (D) All of the above
65. Which is NOT a component of attitude?
- (A) Cognitive
  - (B) Affective
  - (C) Behavioral
  - (D) Physical
66. Attitudes influence:
- (A) Behavior
  - (B) Performance
  - (C) Decision-making
  - (D) All of the above
67. Selective perception means:
- (A) Seeing everything
  - (B) Ignoring everything
  - (C) Selecting certain stimuli
  - (D) Misinterpreting

68. Halo effect refers to:

- (A) Judging a person based on one trait
- (B) Ignoring traits
- (C) Accurate judgment
- (D) Random evaluation

69. The process of perception includes:

- (A) Selection
- (B) Organization
- (C) Interpretation
- (D) All of the above

70. Motivation is defined as:

- (A) Ability to work
- (B) Willingness to exert effort
- (C) Knowledge
- (D) Experience

71. Job satisfaction refers to:

- (A) Positive feeling about job
- (B) Employee dissatisfaction
- (C) Salary only
- (D) Workload

72. Values are:

- (A) Temporary beliefs
- (B) Stable beliefs about what is right or wrong
- (C) Emotions
- (D) Reactions

73. Attitude consists of:

- (A) Cognitive component
- (B) Affective component
- (C) Behavioral component
- (D) All of the above

74. Which factor influences perception?

- (A) Attitudes
- (B) Values
- (C) Motives
- (D) All of the above

75. Perception is the process of:

- (A) Receiving and interpreting information
- (B) Ignoring stimuli
- (C) Memorizing facts
- (D) Evaluating performance

76. The basic concept of OB includes:
- (A) Individual differences
  - (B) Perception
  - (C) Whole person concept
  - (D) All of the above
77. Cultural diversity requires managers to:
- (A) Ignore differences
  - (B) Manage differences effectively
  - (C) Avoid teamwork
  - (D) Increase control
78. Organizational Behavior is useful for:
- (A) Employees only
  - (B) Managers only
  - (C) Both employees and managers
  - (D) None
79. The autocratic model depends on:
- (A) Leadership
  - (B) Power
  - (C) Teamwork
  - (D) Rewards
80. Which concept explains behavior prediction?
- (A) Motivation
  - (B) Learning
  - (C) Perception
  - (D) All of the above
81. Organizational Behavior mainly focuses on:
- (A) People
  - (B) Machines
  - (C) Technology
  - (D) Finance
82. Cultural diversity improves:
- (A) Conflict only
  - (B) Innovation and creativity
  - (C) Uniformity
  - (D) Rigidity
83. OB helps in:
- (A) Increasing conflicts
  - (B) Improving communication
  - (C) Ignoring employees
  - (D) Reducing morale
84. Which of the following is NOT an OB model?
- (A) Autocratic
  - (B) Custodial
  - (C) Democratic
  - (D) Collegial

85. Organizational Behavior emerged as a field in:
- (A) 18th century
  - (B) Early 20th century
  - (C) Medieval period
  - (D) 21st century
86. Which model focuses on employee satisfaction?
- (A) Autocratic
  - (B) Custodial
  - (C) Supportive
  - (D) Exploitative
87. The main goal of OB is:
- (A) Profit maximization
  - (B) Understanding and improving behavior
  - (C) Cost reduction
  - (D) Technology advancement
88. Which discipline contributes to understanding individual behavior?
- (A) Psychology
  - (B) Economics
  - (C) Physics
  - (D) Mathematics
89. OB is an interdisciplinary field drawing from:
- (A) Psychology
  - (B) Sociology
  - (C) Anthropology
  - (D) All of the above
90. Cultural diversity refers to:
- (A) Differences in workforce backgrounds
  - (B) Similarity among employees
  - (C) Financial diversity
  - (D) Organizational hierarchy
91. Which is an emerging aspect of OB?-
- (A) Cultural diversity
  - (B) Manual labor
  - (C) Machine operation
  - (D) Accounting
92. Organizational Behavior helps managers to:
- (A) Eliminate employees
  - (B) Predict and control behavior
  - (C) Reduce production
  - (D) Avoid decision making

93. The collegial model is based on:
- (A) Teamwork and partnership
  - (B) Boss-subordinate relationship
  - (C) Authority
  - (D) Financial incentives
94. The supportive model emphasizes:
- (A) Strict supervision
  - (B) Employee motivation and leadership
  - (C) Punishment
  - (D) Control
95. The custodial model of OB is based on:
- (A) Money and economic resources
  - (B) Power and authority
  - (C) Teamwork
  - (D) Leadership participation
96. Which model of OB focuses on authority and obedience?
- (A) Supportive model
  - (B) Collegial model
  - (C) Autocratic model
  - (D) Custodial model
97. The scientific study of behavior in organizations is called:
- (A) Organizational Theory
  - (B) Organizational Behavior
  - (C) Human Resource Management
  - (D) Industrial Engineering
98. The scope of Organizational Behavior includes:
- (A) Only individual behavior
  - (B) Only group dynamics
  - (C) Individual, group, and organizational systems
  - (D) Only organizational policies
99. Which of the following is NOT a component of Organizational Behavior?
- (A) Individual behavior
  - (B) Group behavior
  - (C) Organizational structure
  - (D) Taxation policy
100. Organizational Behavior primarily studies:
- (A) Human behavior in organizations
  - (B) Financial systems
  - (C) Marketing strategies
  - (D) Production processes

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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।