

Roll No.-----

**Paper Code**

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(To be filled in the  
OMR Sheet)

प्रश्नपुस्तिका क्रमांक  
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज  
Question Booklet Series

**A**

## BBA (Second Semester) Examination, July-2022

### BBA-205(N)

### Organizational Behaviour

Time : 1:30 Hours

Maximum Marks-100

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- K-346**
- निर्देश : -
1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही- सही भरे, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
  2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा किसी प्रश्न का एक से अधिक उत्तर दिया जाता है, तो उसे गलत उत्तर माना जायेगा।
  3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
  4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
  5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
  6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी ओ०एम०आर० शीट उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
  7. निगेटिव मार्किंग नहीं है।
- 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 कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।



1. \_\_\_\_\_ means the mental action or process of acquiring knowledge and understanding through thought, experience and senses.
  - (A) Learning
  - (B) Development
  - (C) Cognition
  - (D) Training
2. What do we call it when we judge someone on the basis of our perception?
  - (A) Categorizing
  - (B) Stereotyping
  - (C) Prototyping
  - (D) Halo effect
3. Organizational Behavior is the study of \_\_\_\_\_ in the organization.
  - (A) Human
  - (B) Employees
  - (C) Employer
  - (D) Human Behavior
4. Which of the following is a need of motivation by Maslow?
  - (A) Physiological needs
  - (B) Need for power
  - (C) Achievement need
  - (D) Need for affiliation
5. Which theory of motivation was given by F. Herzberg?
  - (A) Equity theory
  - (B) Two factor theory
  - (C) Expectancy theory
  - (D) Need Hierarchy theory

6. Experiments performed by Ivan Pavlov led to which theory?
  - (A) Classical conditioning
  - (B) Operant conditioning
  - (C) Social learning
  - (D) Behavior Shaping
7. Which of the following is a method of measuring attitude?
  - (A) Opinion survey
  - (B) Scaling techniques
  - (C) Interview
  - (D) All of the above
8. The elements of attitude does not include-
  - (A) Cognitive
  - (B) Behavioral
  - (C) Observation
  - (D) Affective
9. Which one is not a Need Based Theory of motivation?
  - (A) Vroom's theory
  - (B) F. Herzberg's theory
  - (C) McClelland's theory
  - (D) Maslow's theory
10. Organization charts are used-
  - (A) As manual and statues that define relationship between various offices.
  - (B) To formalize things apart from social legitimacy
  - (C) For providing a picture of the organization at a glance
  - (D) For providing plan of action and the responsibilities of all employees
11. Which one of the following is not the reason for formation of a group?
  - (A) Affiliation
  - (B) Self-esteem
  - (C) Money
  - (D) Power

12. Organizational Culture is-
  - (A) A set of beliefs, values and attitudes shared by everyone in the organization.
  - (B) The way in which organizations are managed.
  - (C) Both (A) & (B)
  - (D) None
13. Meso organization behavior is related with-
  - (A) Group behavior
  - (B) Individual behavior
  - (C) Organizational behavior
  - (D) None of these
14. Neo-classical behavioral science approach was proposed by-
  - (A) Mary Parker Follet
  - (B) Luthans
  - (C) Marshal
  - (D) Elton Mayo
15. Which of the following is not the feature of a group?
  - (A) Collective Identity
  - (B) Shared Goal Interest
  - (C) Conflict
  - (D) Interaction
16. The three stages of the change process are-
  - (A) Adjustment, Re-Adjustment, And Unfreezing
  - (B) Adjustment, Unfreezing, And Refreezing
  - (C) Adjustment, Unfreezing, And Re-Adjustment
  - (D) Unfreezing, Adjustment, And Refreezing
17. Mr. Balu is late for work each day by about ten minutes. How would attribution theory describe this behavior?
  - (A) It shows consensus
  - (B) It shows similarity
  - (C) It shows reliability
  - (D) It shows consistency

18. When we draw a general impression about an individual on the basis of a single characteristic, it is known as-
- (A) Selective Perception
  - (B) Halo Effect
  - (C) Contrast Effects
  - (D) Stereotyping
19. Theory X is a theory of-
- (A) Learning
  - (B) Motivation
  - (C) Controlling
  - (D) Financial Planning
20. Organizational behavior focuses at 3 Levels-
- (A) Individuals, Organization, Society
  - (B) Society, Organization, Nation
  - (C) Employee, Employer, Management
  - (D) Individual, Groups, Organization
21. The field of organizational behavior is primarily concerned with-
- 1. The behavior of individual and groups
  - 2. How resources are effectively managed
  - 3. Control processes and interactions between organizations, external context
- (A) Only 1 & 2
  - (B) Only 2 & 3
  - (C) Only 1 & 3
  - (D) All 1, 2 & 3
22. What are main components of Attitudes?
- 1. Cognitive
  - 2. Affective
  - 3. Behavioral
  - 4. Natural
- (A) Only 1 & 4
  - (B) Only 4, 3 & 1
  - (C) Only 2, 3 & 4
  - (D) Only 1, 2 & 3

23. Which of the following is not correct for the organizational behavior?
- (A) Organizational behavior is an integral part of management
  - (B) Organizational behavior helps in analysis of behavior
  - (C) Organizational behavior is goal-oriented
  - (D) Organizational behavior is a disciplinary approach
24. In organizations, people who act as catalysts and assume the responsibility for managing the change process are called\_\_\_\_\_.
- (A) Change masters
  - (B) Operations managers
  - (C) Change agents
  - (D) Charismatic leaders
25. According to\_\_\_\_\_ employees love work as play or rest.
- (A) X theory
  - (B) Y theory
  - (C) Z theory
  - (D) None of these
26. Tensed, insecurity and nervousness are features of-
- (A) Emotional instability
  - (B) Agreeableness
  - (C) Extroversion
  - (D) Conscientiousness
27. Which one is not the theory of Learning?
- (A) Operant Conditioning theory
  - (B) Stimulus response theory
  - (C) Conceptual theory of perception
  - (D) Theory of conditioning
28. In expectancy theory, expectancy means-
- (A) Advancement
  - (B) Probability of achieving outcome
  - (C) Award
  - (D) Recognition

29. Who developed Johari window?
- (A) Cohen and Willits
  - (B) Joe Luft and Harry Ingham
  - (C) Clayton Alderfer
  - (D) Robinson
30. In Vroom's expectancy theory, valence means-
- (A) An individual's preference for a particular outcome
  - (B) Incentives based on performance
  - (C) Performance standards
  - (D) Knowledge of planning
31. Which organization theory can be understood by IF and THEN relationship?
- (A) System approach
  - (B) Scientific approach
  - (C) Process approach
  - (D) Contingency approach
32. Which of the following is NOT an important issue relating to goal-setting theory?
- (A) Goal specificity
  - (B) Feedback
  - (C) Equity among workers
  - (D) Defining the goal
33. Thematic Apperception Test (TAT) is designed to understand-
- (A) Perception of individual
  - (B) Learning of individual
  - (C) Personality of individual
  - (D) None of these
34. Two factor theory of motivation was proposed by-
- (A) A. H. Maslow
  - (B) Frederick Herzberg
  - (C) Douglas McGregor
  - (D) McClelland

35. Which of the following is/are not direct method to solve intergroup conflicts?
- (A) Persuasion
  - (B) Domination by the management
  - (C) Removing key figures in conflict
  - (D) Problem solving
36. \_\_\_\_\_ is largely childish, irrational, never satisfied, demanding and destructive of others-
- (A) Ego
  - (B) Super Ego
  - (C) Negative Ego
  - (D) Id
37. Forces affecting organizational behavior are-
- (A) People
  - (B) Environment
  - (C) Technology
  - (D) All of the above
38. In high collectivist cultures, leaders need to emphasize-
- (A) Long-term implications of the change on the wider community
  - (B) short-term implications of the change on the wider community
  - (C) Material implications of the change on the wider community
  - (D) Personal implications of the change on the wider community
39. Herzberg's hygiene factors include-
- (A) Possibility of growth
  - (B) Status
  - (C) Advancement and recognition
  - (D) All of the above
40. In Maslow's hierarchy needs which of the following pair of needs are ranked as lower order needs?
- (A) Physiological and safety needs
  - (B) Physiological and social needs
  - (C) Self-actualization and safety needs
  - (D) Social and esteem needs

41. A learned pre-disposition to respond in a consistently favorable or unfavorable manner with respect to a given object-
- (A) Perception
  - (B) Attitude
  - (C) Behavior
  - (D) Personality
42. If a person responds the same way over time, attribution theory states that the behavior shows-
- (A) Distinctiveness
  - (B) Consensus
  - (C) Consistency
  - (D) Continuity
43. 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
44. Beliefs, attitudes, traditions and expectations which are shared by group members is called-
- (A) Group norms
  - (B) Group communication
  - (C) Group cohesiveness
  - (D) Group structure
45. Sudha is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her.
- What perceptual shortcut is Sudha most likely using?
- (A) Contrast effect
  - (B) Halo effect
  - (C) Stereotyping
  - (D) Projection

46. Which of the following statement(s) is/are true?
- (A) Perception is a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.
  - (B) Attitude is sum total of ways in which an individual reacts and interacts with others
  - (C) Both (A) & (B) are true
  - (D) None of (A) & (B) are true
47. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they process-
- (A) Technical skills
  - (B) Conceptual skills
  - (C) Problem-solving skills
  - (D) Leadership skills
48. Rajesh believes that men perform better in oral presentations than women. What shortcut has been used in this case?
- (A) The halo effect
  - (B) The contrast effect
  - (C) Stereotyping
  - (D) Projection
49. Behavior, power, and conflict are central areas of study for \_\_\_\_\_.
- (A) Sociologist
  - (B) Anthropologists
  - (C) Social psychologists
  - (D) Operations analysts
50. Sociable, talkative, assertive etc. are features of-
- (A) Introversion
  - (B) Agreeableness
  - (C) Extroversion
  - (D) Conscientiousness

51. Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?
- (A) The perceivers
  - (B) The target
  - (C) The timing
  - (D) The context
52. 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
53. A motive can be explained as-
- (A) A value for a product to a person
  - (B) An inner state that directs the behaviors towards achieving goals
  - (C) An inner state that makes the person to get inattentive
  - (D) Inert state of mind
54. Which is not the need as proposed by Abraham Maslow?
- (A) Esteem
  - (B) Self-actualization
  - (C) Money
  - (D) Social
55. 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

56. 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
57. A company that decides to decentralize its sales procedures is managing what change category?
- (A) Technology
  - (B) Structure
  - (C) Competitors
  - (D) People
58. Satish has a low absenteeism rate. He takes responsibility for his health and has good health habits. He is likely to have a(an):
- (A) Internal locus of control
  - (B) External locus of control
  - (C) Core locus of control
  - (D) High emotional stability level
59. According to operant conditioning, when behavior is not reinforced, what happens to the probability of that behavior occurring again?
- (A) It increases
  - (B) It decline
  - (C) It remains unchanged
  - (D) It becomes zero

60. The theory which differentiate leaders from non-leaders by focusing on personal qualities and characteristics is-
- (A) Situational Theory
  - (B) Trait theory
  - (C) Behavioral theory
  - (D) None of the above
61. Praveen is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Praveen has decided that if he just waits, conditions will improve. Praveen's approach to this problem is termed as:
- (A) Exit
  - (B) Voice
  - (C) Loyalty
  - (D) Neglect
62. Which of the following framework is used in the development of the overall model of organizational behavior?
- (A) The cognitive framework
  - (B) The behavioristic framework
  - (C) The social learning framework
  - (D) All of the above
63. Scientific Management approach is developed by-
- (A) Elton Mayo
  - (B) Henry Fayol
  - (C) F. W. Taylor
  - (D) A. Maslow

64. Determining how tasks are to be grouped is part of which management function?
- (A) Planning
  - (B) Organizing
  - (C) Controlling
  - (D) Leading
65. The group formed by an organization to accomplish narrow range of purposes within a specified time-
- (A) Formal Group
  - (B) Task Group
  - (C) Functional Group
  - (D) Interest Group
66. Which of the following is not the component of Johari window?
- (A) The open Self
  - (B) The Known Self
  - (C) The Blind Self
  - (D) The Hidden Self
67. The degree of attachment of the members to their group is-
- (A) Intergroup behavior
  - (B) Group norms
  - (C) Group decision making
  - (D) Group cohesiveness
68. McClelland's theory of needs focuses on all of the following except-
- (A) Power
  - (B) Achievement
  - (C) Affiliation
  - (D) Actualization

69. The Hawthorne experiment was conducted by-
- (A) William Gilbreth
  - (B) F. W. Taylor
  - (C) Henry Fayol
  - (D) Elton Mayo
70. \_\_\_\_\_ is reality and practical oriented part of thinking.
- (A) Ego
  - (B) Super Ego
  - (C) Negative Ego
  - (D) Id
71. What sort of goal does Management by Objectives (MBO) emphasize?
- (A) Tangible, verifiable and measurable
  - (B) Achievable, controllable and profitable
  - (C) Challenging, emotional and constructive
  - (D) Hierarchical, attainable and effective
72. Which one is not the element of Johari window?
- (A) Private area
  - (B) Dark area
  - (C) Personal area
  - (D) Blind area
73. Which one of the following is a feature of McGregor's Theory X?
- (A) Workers enjoy responsibility
  - (B) Workers like to be directed
  - (C) Workers like to show initiative
  - (D) Workers view physical and mental effort as a natural part of work

74. Experiments performed by Ivan Pavlov led to what theory?
- (A) Classical conditioning
  - (B) Operant Conditioning
  - (C) Social learning
  - (D) Behavior shaping
75. A change agent is the individual who?
- (A) Supports change
  - (B) Opposes change
  - (C) Helps implement change
  - (D) Initiates change
76. Herzberg's Dual factor theory is also known as the-
- (A) Motivation Hygiene theory
  - (B) ERG theory
  - (C) Equity theory
  - (D) Need theory
77. \_\_\_\_\_ is a relatively permanent changes in behavior that occurs as a result of experience.
- (A) Behavior modification
  - (B) Learning
  - (C) Motivation
  - (D) Skills
78. Who proposed "bureaucratic structure" is suitable for all organization?
- (A) Elton Mayo
  - (B) Henry Fayol
  - (C) F. W. Taylor
  - (D) Max weber

79. Basis of Collegial Model of OB is-
- (A) Economic resources
  - (B) Power
  - (C) Leadership
  - (D) Partnership
80. Organizational behavior is\_\_\_\_\_.
- (A) A science
  - (B) An art
  - (C) A science as well as an art
  - (D) None of the above
81. Forces affecting organizational behavior are\_\_\_\_\_.
- (A) People
  - (B) Environment
  - (C) Technology
  - (D) All of the above
82. Scope of Organizational Behaviour does not include\_\_\_\_\_.
- (A) Leadership
  - (B) Perception
  - (C) Technology
  - (D) Job design
83. Basis of Autocratic Model of OB is-
- (A) Leadership
  - (B) Economic resources
  - (C) Power
  - (D) Partnership

84. Transactional Analysis is a method of analyzing and understanding-
- (A) Organizational Behavior
  - (B) Interpersonal Behavior
  - (C) Human Behavior
  - (D) Group Behavior
85. According to Mintzberg, one of management's interpersonal role is-
- (A) Spokesperson
  - (B) Leader
  - (C) Negotiator
  - (D) Monitor
86. 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
87. \_\_\_\_\_ advocated that humans are essentially motivated by levels of needs.
- (A) Maslow
  - (B) Elton Mayo
  - (C) Follet
  - (D) Ivon Pavlov
88. An extent to which an organization achieves its predetermined objectives within given resources and without undue strain to its members-
- (A) Organization behavior
  - (B) Organizational culture
  - (C) Organizational spirit
  - (D) Organizational effectiveness

89. Most of the learning that takes place in the Class room is-
- (A) Classical conditioning
  - (B) Operant conditioning
  - (C) Cognitive learning
  - (D) Social learning
90. Conflict resolution method uses which of these tricks-
- (A) Avoid Appearance of conflict
  - (B) Use of pressure, power and authority
  - (C) Provide favorable information to both parties
  - (D) Redistribution of duties and responsibilities
91. Stereotyping is when we judge someone on the basis of our perception-
- (A) True
  - (B) Halo effect
  - (C) Prototyping
  - (D) Stereotyping
92. Which of the following is not a trait dimension in Big 5 personality trait?
- (A) Extroversion
  - (B) Agreeableness
  - (C) Ego
  - (D) Emotional Stability
93. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily-
- (A) Organizational development
  - (B) Organizational change
  - (C) Organizational culture
  - (D) Organizational conflicts

94. When grocery store installed scanners to read the product price, this was an example of managing what change category?
- (A) People
  - (B) Technology
  - (C) Competitors
  - (D) Structure
95. The basis of custodial model is-
- (A) Partnership
  - (B) Power
  - (C) Economic
  - (D) Leadership
96. Which one is not the characteristics of the stimulus inputs-
- (A) Size
  - (B) Repetition
  - (C) Intensity
  - (D) Cost
97. \_\_\_\_\_ is a Study of man, his work and Culture.
- (A) Sociology
  - (B) Psychology
  - (C) Social psychology
  - (D) Anthropology

98. Transformational change is often carried out.
- (A) By middle managers
  - (B) Top down
  - (C) Bottom up
  - (D) After extensive consultation
99. Attitude affects\_\_\_\_\_ at a different level.
- (A) Perception
  - (B) Relations
  - (C) Learning
  - (D) Behavior
100. Cognitive theory of learning was given by-
- (A) Piaget
  - (B) Pavlov
  - (C) Tolman
  - (D) Skinner

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**Rough Work / रफ कार्य**

**DO NOT OPEN THE QUESTION BOOKLET UNTIL ASKED TO DO SO**

1. Examinee should enter his / her roll number, subject and Question Booklet Series correctly in the O.M.R. sheet, the examinee will be responsible for the error he / she has made.
  2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the answer will be marked as wrong.**
  3. Every question has same marks. Every question you attempt correctly, marks will be given according to that.
  4. Every answer should be marked only on Answer Booklet (O.M.R ANSWER SHEET). Answer marked anywhere else other than the determined place will not be considered valid.
  5. Please read all the instructions carefully before attempting anything on Answer Booklet (O.M.R ANSWER SHEET).
  6. After completion of examination, please hand over the O.M.R. SHEET to the Examiner before leaving the examination room.
  7. There is no negative marking.
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