

Roll No.-----

Paper Code		
3	6	6
(To be filled in the OMR Sheet)		

प्रश्नपुस्तिका क्रमांक
Question Booklet No.

O.M.R. Serial No.

--	--	--	--	--	--	--	--

प्रश्नपुस्तिका सीरीज
Question Booklet Series

A

BCA (Second Semester) Examination, July-2022

BCA-203(N)

Organization Behavior (B.P.)

Time : 1:30 Hours

Maximum Marks-100

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- 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।

K-366

1. Constructive and destructive conflict are distinguished from each other in which of the following ways?
 - (A) Constructive conflict is We-oriented; destructive conflict is Me-oriented
 - (B) Constructive conflict is characterized by de-escalation of the conflict; destructive conflict is characterized by escalation of the conflict
 - (C) Constructive conflict is characterized by cross-complaining; destructive conflict is characterized by flexibility
 - (D) Both (A) and (B)
2. Organizational behaviour is _____.
 - (A) A science
 - (B) An art
 - (C) A science as well as an art
 - (D) None of the above
3. Forces affecting organizational behaviour are _____.
 - (A) People
 - (B) Environment
 - (C) Technology
 - (D) All of the above
4. Which of the following is not true regarding dealing with grievances?
 - (A) The complainant should be allowed to express himself completely
 - (B) Attempts should be made to get at the root of the problem
 - (C) The management must not show their anxiety to remove the grievances of the workers
 - (D) If grievances are real and their causes are known, attempts should be made to remove the causes

5. Which of the following is/are not job related source of stress?
- (A) Role ambiguity
 - (B) Role overload
 - (C) Ethical dilemmas
 - (D) Career concerns
6. Virtual teams are characterized by _____ in comparison to teams which interact face-to-face.
- (A) Low popularity among companies
 - (B) The use of computers to interact
 - (C) Low sharing of unique information
 - (D) Low need for supervision
7. _____ is recognized as father of “Human relations”.
- (A) William Gilbreth
 - (B) Henry Fayol
 - (C) Elton Mayo
 - (D) F.W. Taylor
8. An Informal group is characterized by the _____.
- (A) Stipulation of expected behaviors by the organization
 - (B) Predetermined designation of tasks of members
 - (C) Pursuit of particular organizational goals
 - (D) Fulfillment of the need for social contact
9. Raju 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) Projection
 - (D) Stereotyping

10. The presence of grievances among employees may cause-
- (A) Indiscipline among them
 - (B) Strain on the labour-management relations
 - (C) A decline in the employees' performance and productivity
 - (D) All of the above
11. Which of the following is not correct for the organizational behaviour?
- (A) Organizational behaviour is an integral part of management
 - (B) Organizational behaviour is a disciplinary approach
 - (C) Organizational behaviour helps in analysis of behaviour
 - (D) Organizational behaviour is goal-oriented
12. Basis of "Collegial Model" of OB is-
- (A) Economic resources
 - (B) Power
 - (C) Leadership
 - (D) Partnership
13. Some people strongly believe that each person have control of his own life. This is-
- (A) Extroversion
 - (B) Conscientiousness
 - (C) Internal locus of control
 - (D) External locus of control
14. Extreme fatigue, exhaustion and burnout are all signs of-
- (A) Short-term stress
 - (B) Long-term stress
 - (C) Behavioural stress
 - (D) Emotional stress

15. _____ persons are easy going people and do not feel time urgency.
- (A) Type A
 - (B) Type B
 - (C) Both Type A and B
 - (D) None of the above
16. _____ leader is self-confident and can attract followers by his great influence.
- (A) Charismatic
 - (B) Autocratic
 - (C) Laissez-faire
 - (D) Bureaucratic
17. Organization Behaviour is not a/an-
- (A) A separate field of study
 - (B) Applied science
 - (C) Normative science
 - (D) Pessimistic approach
18. Which of the following is an environmental force that shapes personality?
- (A) Gender
 - (B) Height
 - (C) Experience
 - (D) Brain size
19. Which of the following is NOT a source of Extra-organizational stress?
- (A) Civic Amenities
 - (B) Technological changes
 - (C) Financial problems
 - (D) Poor relationship with boss

20. Which of the following teams is more likely to be made up of employees from about the same hierarchical level but different work areas?
- (A) Problem-solving
 - (B) Self-managed work
 - (C) Cross-functional
 - (D) Traditional
21. _____ is the behaviour for a stimulus.
- (A) Stimulus
 - (B) Response
 - (C) Perception
 - (D) Attitude
22. Managerial orientation of “Autocratic Model” of OB is-
- (A) Authority
 - (B) Money
 - (C) Support
 - (D) Teamwork
23. _____ is an attitude reflects the extent to which an individual is gratified or fulfilled by his work.
- (A) Motivation
 - (B) Job satisfaction
 - (C) Contribution
 - (D) Cognitive dissonance
24. Individuals who experience (the) _____ stressors often respond _____.
- (A) Same, differently
 - (B) Multiple, quickly
 - (C) Different, slowly
 - (D) Most, irrationally

25. In the process of alternative dispute resolution known as _____ a neutral third party acts as a “Judge” to determine how a conflict will be resolved.
- (A) Mediation
 - (B) Arbitration
 - (C) Conciliation
 - (D) Collaboration
26. _____ is the only component of attitude which is visible and can be observed directly.
- (A) Behavioural
 - (B) Cognitive
 - (C) Affective
 - (D) Positive
27. Putting people into a convenient group on basis of some characteristics and make an assumption to perceive is called as-
- (A) Stereotyping
 - (B) Perception
 - (C) Perceiving
 - (D) Group perception
28. Responsibility, Advancement etc. are an example of-
- (A) Hygiene factors
 - (B) Improvement factors
 - (C) Motivators
 - (D) Advance factors

29. Conflict management techniques can-
- (A) Resolve conflict
 - (B) Stimulate conflict
 - (C) Both resolve and stimulate conflict
 - (D) None of the above
30. In Two Factor theory, “Salary” coming under_____.
- (A) Satisfiers
 - (B) Maintenance factors
 - (C) Both of these
 - (D) None of above
31. Which of the following is/are method of managing stress?
- (A) Job relocation
 - (B) Career counselling
 - (C) Recreational facility
 - (D) All the above
32. MBTI stands for-
- (A) Myers-Bigger Type Indicator
 - (B) Myers-Byers Typical Indicator
 - (C) Myers-Briggs Type Indicator
 - (D) None of these
33. _____ is the sequence of psychological steps that a person uses to organize and interpret information from the outside world.
- (A) Perceptual process
 - (B) Thinking process
 - (C) Selection Process
 - (D) Sequential theory

34. The process by which a third party helps two or more other parties to resolve their conflicts is known as_____.
- (A) Cooperation
 - (B) Mutation
 - (C) Mediation
 - (D) None of the above
35. Which of the following is NOT associated with workplace stress?
- (A) Work overload
 - (B) Job Insecurity
 - (C) Supervisory support
 - (D) Conflict with co-workers
36. In which stage of the conflict process does conflict become visible?
- (A) Potential opposition or incompatibility (stage i)
 - (B) Cognition and personalization (stage ii)
 - (C) Intentions (stage iii)
 - (D) Behavior (stage iv)
37. _____ leadership emphasize on rules and regulation in an organization.
- (A) Democratic
 - (B) Autocratic
 - (C) Laissez-faire
 - (D) Bureaucratic
38. Raghav 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

39. Belief, opinion, knowledge, emotions feelings intention are the components of-
- (A) OB
 - (B) Job satisfaction
 - (C) Personality
 - (D) Attitude
40. In an Organization, one group of managers wanted to introduce a new sportswear different in design, colours and models from the previous ones immediately, whereas other managers wanted to do expansion more deliberately and cautiously what type of conflict is depicted in the example?
- (A) Conflict between Organization and environment
 - (B) Interpersonal conflict
 - (C) Inter-organizational conflict
 - (D) Intergroup conflict
41. The following are true about the effects of stress-
- (A) Hair loss and baldness
 - (B) Spasmodic pains in the neck and shoulders
 - (C) Hypertension
 - (D) All of the above
42. Sociable, talkative, assertive etc. are features of-
- (A) Introversion
 - (B) Agreeableness
 - (C) Extroversion
 - (D) Conscientiousness

43. Mr. Sajeev rated Mr. Rajiv high in his job evaluation because both belong to same area and graduated from the same University. It is an example of-
- (A) Central Tendency
 - (B) Halo effect
 - (C) Similar-to-me effect
 - (D) Misperception
44. The group formed by an organization to accomplish narrow range of purposes within a specified time-
- (A) Formal Group
 - (B) Task Group
 - (C) Interest Group
 - (D) Functional Group
45. _____ is reality and practical oriented part of thinking.
- (A) Super ego
 - (B) Negative ego
 - (C) Id
 - (D) Ego
46. Today's organizations are-
- (A) Open system
 - (B) Closed system
 - (C) Open as well as closed
 - (D) None of these

47. _____ theory believes that employees dislike work.
- (A) X theory
 - (B) Y theory
 - (C) Z theory
 - (D) None of these
48. Which of the following is not a characteristic of conflict?
- (A) Expressed struggle
 - (B) Independent parties
 - (C) Perceived incompatible goals
 - (D) Perceived interference for outside parties
49. Under which policy, employees are free to meet the top executives of the organization and get their grievances redressed?
- (A) Open door policy
 - (B) Step ladder policy
 - (C) Open hierarchy policy
 - (D) Collective bargaining policy
50. In present context, challenges for Organizational Behaviour are_____.
- (A) Employee expectation
 - (B) Workforce diversity
 - (C) Globalization
 - (D) All of the above

51. Transformational leaders are those who _____.
- (A) Are prototypical of the group
 - (B) Are succeeded very quickly
 - (C) Change the direction of the group by changing beliefs and attitudes
 - (D) Look after the group in a time where the world is changing
52. Scope of Organizational Behaviour does not include _____.
- (A) Technology
 - (B) Leadership
 - (C) Perception
 - (D) Job Design
53. The process that begins when one party perceives that the other has frustrated, or is about to frustrate, some concern of his, is known as-
- (A) Risk
 - (B) Uncertainty
 - (C) Poor management
 - (D) Conflict
54. Basic of “Custodial Model” of OB is-
- (A) Economic resources
 - (B) Power
 - (C) Leadership
 - (D) Partnership
55. Free rein leadership is also known as-
- (A) Democratic
 - (B) Autocratic
 - (C) Laissez-faire
 - (D) Bureaucratic

56. Problem-solving teams can _____.
- (A) Implement the recommended changes to resolve a problem
 - (B) Assume responsibility for the outcomes of a solution they implemented
 - (C) Provide recommendations after a discussion amongst department members
 - (D) Resolve the problems of different departments in an organization simultaneously
57. A learned per-disposition to respond in a consistently favourable or unfavourable manner with respect to a given object-
- (A) Perception
 - (B) Attitude
 - (C) Behaviour
 - (D) Personality
58. Who propounded X and Y theory of motivation?
- (A) Maslow
 - (B) Herzberg
 - (C) Alderfer
 - (D) Mc Gregor
59. The _____ theory states that human mind will receive or accept only that information which it feels that it is relevant.
- (A) Perception theory
 - (B) Selective Perception
 - (C) Relevance Theory
 - (D) Cognitive dissonance

60. As per MBTI_____ personality people work based on hunches and feelings, use their imagination, and get the main idea while missing some of the facts.
- (A) Introversion
 - (B) Sensing
 - (C) Intuition
 - (D) Thinking
61. Find the odd man out among the following fundamental principles governing any grievance procedure-
- (A) Settlement at the lowest level
 - (B) Settlement in favour of management
 - (C) Settlement as expeditiously as possible
 - (D) Settlement to the satisfaction of the aggrieved
62. Which approach to conflict management can be best described as both highly cooperative and highly assertive?
- (A) Competition
 - (B) Compromise
 - (C) Accommodation
 - (D) Collaboration
63. Armstrong defines, “_____ as a structured attempt to improve and develop the effectiveness of a group of people who work together, permanently or temporarily.”
- (A) Team building
 - (B) Groups
 - (C) Team working
 - (D) Conflict Management

64. All of the following are types of groups found in management practice EXCEPT:
- (A) Consciousness raising groups
 - (B) Boards and cabinets
 - (C) Deliberative meetings
 - (D) Committees and task groups
65. In _____ leadership in fact there is “No leadership at all”.
- (A) Democratic
 - (B) Autocratic
 - (C) Free rein
 - (D) Bureaucratic
66. Which of the following differentiates between formal and informal groups?
- (A) Formal groups involve clearly defined tasks and roles, while informal groups are neither formally structured nor organizationally determined
 - (B) The impact of formal groups on organizational performance is less than that of informal groups
 - (C) Formal groups pursue the goal of social contact, while informal groups have definite organizational goals to attain
 - (D) Formal groups are typically smaller in size when compared to informal groups
67. In step-ladder procedure of grievance handling which is the foremost step, an aggrieved employee must undertake_____.
- (A) Going to the head of the department
 - (B) Filling of written grievance
 - (C) Going to the Labour courts
 - (D) Approach to joint grievance committee

68. In teamwork individuals tend to put in less individual effort. This is known as ____.
- (A) Social laziness
 - (B) Social loafing
 - (C) Laziness
 - (D) None of the above
69. The combination of characteristics or qualities that form an individual's distinctive character" is the definition of _____.
- (A) Motivation
 - (B) Attitude
 - (C) Personality
 - (D) Behaviour
70. The management should redress only those grievances that are-
- (A) Real
 - (B) Imaginary
 - (C) Real or imaginary
 - (D) None of the above
71. Employees with relatively weak higher-order needs are _____ concerned with variety and autonomy.
- (A) Less
 - (B) More
 - (C) Very
 - (D) Extremely
72. Which of these is caused when there is less than optimum activity?
- (A) Hypo stress
 - (B) Distress
 - (C) Eustress
 - (D) None of the above

73. Which of these factors affects personality?
- (A) Culture
 - (B) Family
 - (C) Heredity
 - (D) All of the above
74. Which of the following statements is true regarding a work team?
- (A) Work teams are rarely used in organizations today
 - (B) Work teams are generally less flexible than traditional departments
 - (C) Work teams generate positive synergy through a coordinated effort
 - (D) Work teams are less responsive to changes in the internal and external environment of the company
75. Organizational behaviour focuses at 3 levels-
- (A) Individuals, Organization, Society
 - (B) Individual, Groups, Organization
 - (C) Society, Organization, Nation
 - (D) Employee, Employer, Management
76. In Maslow's hierarchy needs which of the following pair of needs is ranked as "lower order needs"?
- (A) Physiological and safety needs
 - (B) Physiological and social need
 - (C) Self-actualization and safety needs
 - (D) Social and esteem needs
77. Which of the following is true regarding formal groups?
- (A) They are natural formations that arise in response to the need for social contact
 - (B) They lack clearly defined structures and roles for their members
 - (C) They have a negligible impact on employee performance and behavior
 - (D) They are marked by stipulated behaviours in pursuit of organizational goals

78. In employee counselling _____ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
- (A) Rapport building
 - (B) Exploration
 - (C) Action planning
 - (D) All of the above
79. Extraversion, openness to experience and conscientiousness are _____ correlated with leadership, whilst neuroticism is _____ correlated with leadership.
- (A) Positively, negatively
 - (B) Positively, not
 - (C) Not, negatively
 - (D) Not, positively
80. The best time to use accommodation in conflict management is _____.
- (A) When quick and decisive action is vital
 - (B) When you want to build “credit” for use in later disagreements
 - (C) When people need to cool down and gain perspective
 - (D) When temporary settlement of complex issues is needed
81. Effective teams translate their common purpose into _____ goals.
- (A) Universal
 - (B) Generic
 - (C) Vast
 - (D) Specific
82. Organizational behaviour helps to understand behaviour of human in :
- (A) Work place and Society
 - (B) Work place only
 - (C) Society only
 - (D) Department only

83. The attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.
- (A) Behavioral
 - (B) Cognitive
 - (C) Affective
 - (D) Positive
84. The higher-order needs specified by Maslow is considered as _____ as per Herzberg.
- (A) Motivators
 - (B) Hygiene factors
 - (C) Improvement factors
 - (D) Advanced factors
85. Hawthorne Studies is related to which stage of the organizational behaviour evolution?
- (A) Human relations movement
 - (B) Industrial revolution
 - (C) Scientific management
 - (D) Organizational behaviour
86. Job Satisfaction is _____ related to Absenteeism and Turnover.
- (A) Positively
 - (B) Negatively
 - (C) Directly
 - (D) Elastically

87. Attempting to find a win-win solution that allows both parties “goals to be completely achieved and seeking a conclusion that incorporates the valid insights of both parties is an example of which conflict handling intention”?
- (A) Accommodating
 - (B) Avoiding
 - (C) Competing
 - (D) Collaborating
88. Which answer corresponds to a person’s internal desire to do something, due to such things as interest, challenge and personal satisfaction?
- (A) Theory X
 - (B) Extrinsic motivators
 - (C) Intrinsic motivators
 - (D) Theory Y
89. Within an organization, leadership influence will be dependent upon the type of _____ that the leader can exercise over the followers.
- (A) Power
 - (B) Friendship
 - (C) Knowledge
 - (D) Delegation
90. The following are the characteristics of Positive stress-
- (A) It improves performance
 - (B) It feels exciting
 - (C) It motivates
 - (D) All of the above

91. _____ is the process of stimulating people to actions to accomplish the goals.
- (A) Bonus
 - (B) Performance-based Incentive
 - (C) Promotion
 - (D) Motivation
92. Trying to make someone else accept blame for a problem is an example of which conflict-handling orientation?
- (A) Avoiding
 - (B) Accommodating
 - (C) Compromising
 - (D) Competing
93. Which of the following would be classified by Herzberg as a hygiene factor?
- (A) Responsibility
 - (B) Company policy
 - (C) Personal growth
 - (D) Achievement
94. If the average human being prefers to be directed, wishes to avoid responsibility, has relatively little ambition and wants security above all, the management attitude would be:
- (A) Theory Y manager
 - (B) Theory X manager
 - (C) Theory Z manager
 - (D) All of the given options

95. The _____ style of leadership is where the focus of power is with the manager. The manager alone exercises decision- making, authority and the control of rewards or punishments.
- (A) Democratic
 - (B) Laissez-faire
 - (C) Authoritarian
 - (D) None of the above
96. _____ is defined as “a small number of people with complementary skills who are committed to a common purpose, performance goals and approach for which they hold themselves mutually accountable”.
- (A) Team
 - (B) Group
 - (C) Team Development
 - (D) Team Building
97. The five personality traits as per Big Five Personality Traits are
- (A) Extroversion, Agreeableness, Conscientious, Neuroticism, Openness to experience
 - (B) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
 - (C) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
 - (D) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going
98. The stages of group development are:
- (A) Initiating, storming, norming, performing, adjourning
 - (B) Introduction, high productivity, decline
 - (C) Initiation, evolution, maturation, and decline
 - (D) Forming, storming, norming, performing, adjourning

99. An assistant regional transport officer and his two transport supervisors, is an example of _____.
- (A) Task Group
 - (B) Formal Group
 - (C) Command Group
 - (D) Informal Group
100. If modern day managers do not positively address and manage work force diversity of the following may become negative outcomes for an organization except :
- (A) More difficult communication
 - (B) Increased creativity and innovation
 - (C) More interpersonal conflicts
 - (D) Potential for higher employee turnover

Rough Work / रफ कार्य

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.
- Note:** On opening the question booklet, first check that all the pages of the question booklet are printed properly in case there is an issue please ask the examiner to change the booklet of same series and get another one.