

Roll No.

Question Booklet Number

O. M. R. Serial No.

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349022

B. C. A. (Second Semester) (B. P.)

EXAMINATION, 2022-23

ORGANIZATION BEHAVIOR

Paper Code

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**Questions Booklet
Series**

B

Time : 1:30 Hours]

[Maximum Marks : 75

Instructions to the Examinee :

परीक्षार्थियों के लिए निर्देश :

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.

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 आन्तर-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 आन्तर-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, तो उसे तुरन्त बदल लें।

(Remaining instructions on the last page)

(शेष निर्देश अन्तिम पृष्ठ पर)

(Only for Rough Work)

1. refers to the negotiation or an agreement between two groups.
 - (A) Contracting
 - (B) Co-opting
 - (C) Pressure tactics
 - (D) None of the above
2. Which of the following methods is used to solve intergroup conflicts indirectly ?
 - (A) Avoidance
 - (B) Encouragement
 - (C) Bargaining
 - (D) All of the above
3. Which of the following is not a direct method to solve intergroup conflicts ?
 - (A) Problem solving
 - (B) Domination by the management
 - (C) Removing key figures in conflict
 - (D) Persuasion
4. A techniques to bring changes in the entire organization, rather man focusing attention on individuals to bring changes easily :
 - (A) Organizational development
 - (B) Organizational change
 - (C) Organizational culture
 - (D) Organizational conflicts
5. Which of the following is/are OD intervention techniques ?
 - (A) Sensitivity training
 - (B) MBO
 - (C) Quality of work life
 - (D) All of the above
6. Which of the following is NOT an important issue relating to goal-setting theory ?
 - (A) Goal specificity
 - (B) Equity among workers
 - (C) Feedback
 - (D) Defining the goal
7. Behaviour, power, and conflict are central areas of study for
 - (A) Sociologists
 - (B) Anthropologists
 - (C) Social psychologists
 - (D) Operations analysts
8. When a bank robber points a gun at a bank employee, his base of power is :
 - (A) Coercive
 - (B) Punitive
 - (C) Positional
 - (D) Authoritative

9. The managers of a multinational company are located in France, India, Brazil, and the United States. Which decision-making technique seems most reasonable for this organization ?
 - (A) A postal service interaction
 - (B) A brainstorming session
 - (C) A nominal discussion
 - (D) An electronic meeting
10. What do we call it when we judge someone on the basis of our perception ?
 - (A) Stereotyping
 - (B) Categorizing
 - (C) Halo effect
 - (D) Prototyping
11. Sobha is an honest and straight forward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sobha most likely using ?
 - (A) Contract effect
 - (B) Halo effect
 - (C) Stereotyping
 - (D) Projection
12. 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
13. 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 contract effect
 - (C) Projection
 - (D) Stereotyping
14. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing ?
 - (A) High Quality and Low Quality
 - (B) Globalization and Culture
 - (C) Rapid Pace of Change
 - (D) Multiple Stakeholders

15. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess skills.
- (A) Technical
 - (B) Leadership
 - (C) Problem-solving
 - (D) Conceptual
16. What sort of goals 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
17. Today's managers understand that the success of any effort at improving quality and productivity must include
- (A) Quality management programs
 - (B) Customer service improvements
 - (C) Employee's participation
 - (D) Manufacturing simplification
18. Which of the following would be least likely to pose a barrier to cross-cultural communications ?
- (A) Tone difference
 - (B) Word connotations
 - (C) Political correctness
 - (D) Differences among perceptions
19. Which of the following theory is proposed by Clayton Alderfer ?
- (A) Theory X and Theory Y
 - (B) Hierarchy of Needs
 - (C) ERG Theory
 - (D) Z Theory
20. Concept of MBO was introduced by :
- (A) Peter. F. Drucker
 - (B) Mary Parker
 - (C) Henry Fayol
 - (D) Philip Kotler
21. Mr. Sunil's one-day salary was deducted because of his unformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours ?
- (A) Reinforcement
 - (B) Positive reinforcement
 - (C) Punishment
 - (D) Negative reinforcement

22. While managing political behaviours in organization, the manager requires discouraging :
- (A) Negotiation
 - (B) Relationships
 - (C) Self-monitors
 - (D) Dialogue
23. People with which type of personality trait commonly make poor decisions because they make them too fast ?
- (A) Type As
 - (B) Type Bs
 - (C) Self-monitors
 - (D) Extroverts
24. Which of the following is an environmental force that shapes personality ?
- (A) Gender
 - (B) Height
 - (C) Experience
 - (D) Brain size
25. Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT :
- (A) Labour market conditions
 - (B) Length of tenure with the organization
 - (C) Organizational citizenship behaviour
 - (D) Expectations about alternative job opportunities
26. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- (A) Culture
 - (B) Emotional stability
 - (C) Conscientiousness
 - (D) Extroversion
27. refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
- (A) Formula organization
 - (B) Informal organization
 - (C) Business organization
 - (D) Government organization

28. 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
29. The subject of organizational culture has been most influenced by which behavioural science discipline ?
- (A) Anthropology
 - (B) Psychology
 - (C) Social psychology
 - (D) Political Science
30. Which of the following OB topics is not central to managing employees' fears about terrorism ?
- (A) Emotion
 - (B) Motivation
 - (C) Communication
 - (D) Work design
31. In Pavlov's experiment, the bell was a/an :
- (A) unconditioned stimulus
 - (B) unconditioned response
 - (C) conditioned stimulus
 - (D) conditioned response
32. Which of the following is not true of classical conditioning ?
- (A) Classical conditioning is passive
 - (B) Classical conditioning can explain simple reflective behaviour
 - (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.
33. Operant conditioning argues that :
- (A) behaviour is reflexive
 - (B) behaviour is unlearned
 - (C) behaviour is a function of its consequences
 - (D) the tendency to repeat a behaviour is very strong

34. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change ?
- (A) Pavlov
 - (B) Fayol
 - (C) Skinner
 - (D) Deming
35. 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
36. What is the most relevant application of perception concepts to OB ?
- (A) The perceptions people form about each other
 - (B) The perceptions people form about their employer
 - (C) The perceptions people form about their culture
 - (D) The perceptions people form about society
37. What is the name of the theory that deals with how we explain behaviour differently depending on the meaning we assign to the actor ?
- (A) Behavioural theory
 - (B) Judgment theory
 - (C) Selective perception theory
 - (D) Attribution theory
38. In attribution theory, what is distinctiveness ?
- (A) Whether an individual displays consistent behaviour in different situations
 - (B) Whether an individual displays different behaviors in different situations
 - (C) Whether an individual display consistent behaviour in similar situations
 - (D) Whether an individual displays different behaviour in similar situations
39. is one view of reality.
- (A) Attitude
 - (B) Perception
 - (C) Outlook
 - (D) Personality

40. is the dynamic organization within the individual that determine his unique adjustment to the environment.

- (A) Perception
- (B) Attitude
- (C) Behaviour
- (D) Personality

41. Which is also known as a non-reinforcement ?

- (A) Punishment
- (B) Negative reinforcement
- (C) Extinction
- (D) All of the above

42. Basis of "Autocratic Model of OB" is :

- (A) Economic resources
- (B) Power
- (C) Leadership
- (D) Partnership

43. Basic of "Custodial Model of OB" is :

- (A) Economic resources
- (B) Power
- (C) Leadership
- (D) Partnership

44. Basis of "Supportive Model of OB" is :

- (A) Economic resources
- (B) Power
- (C) Leadership
- (D) Partnership

45. Basis of "Collegial Model of OB" is :

- (A) Economic resources
- (B) Power
- (C) Leadership
- (D) Partnership

46. Managerial orientation of "Autocratic Model of OB" is :

- (A) Authority
- (B) Money
- (C) Support
- (D) Team work

47. Managerial orientation of "Supportive Model of OB" is :

- (A) Authority
- (B) Money
- (C) Support
- (D) Teamwork

48. Managerial orientation of "Custodial Model" of OB is :
- (A) Authority
 - (B) Money
 - (C) Support
 - (D) Teamwork
49. Managerial orientation of "Collegial Model" of OB is :
- (A) Authority
 - (B) Money
 - (C) Support
 - (D) Teamwork
50. Employees needs met by Autocratic Model is :
- (A) Subsistence
 - (B) Security
 - (C) Status of recognition
 - (D) Self-actualization
51. Employees needs met by Custodial Model is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
52. Employees needs met by Supportive Model is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
53. Employees needs met by Collegial Model is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
54. "Person-job fit" means :
- (A) Person's physical fitness match with the job
 - (B) Person's skills match with the job
 - (C) Person's contributions match with the incentives offered by the organization
 - (D) Person's education match with the job
55. Which of the following is not an attribute of psychological individual difference ?
- (A) Motivation
 - (B) Learning
 - (C) Personality
 - (D) Complexion
56. Which of the following is not an attribute on physiological individual difference ?
- (A) Appearance
 - (B) Complexion
 - (C) Attitude
 - (D) Body shape

57. Under Herzberg's theory, the factor causing dissatisfaction is called :
- Demotivators
 - Negative stimuli
 - Hygiene factors
 - Defectors
58. Hygiene factors are :
- Satisfiers
 - Maintenance factors
 - Defectors
 - All of the above
59. In two factor theory, "Salary" comes under
- Satisfiers
 - Maintenance factors
 - Both (A) and (B)
 - None of the above
60. Who propounded X and Y theory of motivation ?
- Maslow
 - F. Herzberg
 - Alderfer
 - McGregor
61. theory believes that employees dislike work.
- X theory
 - Y theory
 - Z theory
 - None of the above
62. According to employees love work as play or rest.
- X theory
 - Y theory
 - Z theory
 - None of the above
63. Z theory is a Japanese approach of motivation developed by :
- McClelland
 - William Ouchi
 - Alderfer
 - McGregor
64. According to the managers and workers should work together as partners and of equal importance for the organizations success.
- X theory
 - Y theory
 - Z theory
 - 2-Factor theory
65. Which one of the following need is not coming under McClelland theory of motivation ?
- Need for power
 - Need for achievement
 - Need for affiliation
 - Need for actualization
66. Which one is not a Need Based Theory of motivation ?
- Maslow's Theory
 - F. Herzberg's Theory
 - Alderfer's Theory
 - Vroom's Theory

67. Which one is not a Process Based Theory of motivation ?

- (A) Porter Lawler Theory
- (B) McClelland's Theory
- (C) Stacy Adams Theory
- (D) Vroom's Theory

68. Who developed Equity Theory of Motivation ?

- (A) Porter Lawler
- (B) McClelland
- (C) Stacy Adams
- (D) Vroom

69. 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

70. is the attractiveness of the members towards to the group or resistance to leave it.

- (A) Group norms
- (B) Group behaviour
- (C) Group cohesiveness
- (D) Group structure

71. 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

72. is the ability of influencing people to strive willingly for mutual objectives.

- (A) Motivation
- (B) Control
- (C) Leadership
- (D) Supervision

73. In leadership, there is a complete centralization of authority in the leader.

- (A) Democratic
- (B) Autocratic
- (C) Free rein
- (D) Bureaucratic

74. In in fact "No leadership at all":

- (A) Democratic
- (B) Autocratic
- (C) Free rein
- (D) Bureaucratic

75. Free rein leadership is also known as :

- (A) Democratic
- (B) Autocratic
- (C) Laissez-faire
- (D) Bureaucratic

76. "..... are social inventions for accomplishing goals through group efforts."
- (A) Management
 - (B) Organization
 - (C) Leadership
 - (D) Behaviour
77. Which of the following is /are the key features of organization ?
- (A) Social invention
 - (B) Accomplishing goals
 - (C) Group efforts
 - (D) All of the above
78. A study of human behaviour in organizational settings is :
- (A) Individual behaviour
 - (B) Group behaviour
 - (C) Organizational behaviour
 - (D) None of the above
79. Scientific Management approach is developed by :
- (A) Elton Mayo
 - (B) Henry Fayol
 - (C) F. W. Taylor
 - (D) A. Maslow
80. Who proposed "Bureaucratic structure" is suitable for all organization ?
- (A) Elton Mayo
 - (B) Henry Fayol
 - (C) F. W. Taylor
 - (D) Max Weber
81. "Hawthorne experiment" which was a real beginning of applied research in OB was conducted by :
- (A) Elton Mayo
 - (B) Henry Fayol
 - (C) F. W. Taylor
 - (D) Max Weber
82. Process or administrative theory of organization is being given by :
- (A) Elton Mayo
 - (B) Henry Fayol
 - (C) F. W. Taylor
 - (D) Max Weber
83. Whose concept states that interpersonal and human relations may lead to productivity ?
- (A) Elton Mayo
 - (B) Henry Fayol
 - (C) F. W. Taylor
 - (D) Max Weber

84. Today's organizations are :

- (A) Open system
- (B) Closed system
- (C) Open as well as closed
- (D) None of the above

85. Which organization theory can be understood by IF and THEN relationship ?

- (A) System approach
- (B) Contingency approach
- (C) Process approach
- (D) Scientific approach

86. Organization behaviour is :

- (A) An interdisciplinary approach
- (B) A humanistic approach
- (C) Total system approach
- (D) All of the above

87. Organization Behaviour is not a / an :

- (A) Separate field of study
- (B) Applied science
- (C) Normative science
- (D) Pessimistic approach

88. "Cognitive theory" of learning was given by :

- (A) Skinner
- (B) Pavlov
- (C) Tolman
- (D) Piaget

89. Extension of behaviour modification into organization is called :

- (A) Enrichment
- (B) Enlargement
- (C) OB Mod
- (D) OB Ext

90. is a relatively permanent change in behaviour that occurs as a result of experience.

- (A) Behaviour modification
- (B) Learning
- (C) Motivation
- (D) Skills

91. Which of the following is/are included as structure of human mind ?

- (A) Id
- (B) Ego
- (C) Super Ego
- (D) All of the above

92. is largely childish, irrational, never satisfied, demanding and destructive of others.

- (A) Ego
- (B) Super ego
- (C) Negative ego
- (D) Id

93. represents noblest thoughts, ideals etc.
- (A) Ego
 - (B) Super ego
 - (C) Negative ego
 - (D) Id
94. is reality and practical oriented part of thinking.
- (A) Ego
 - (B) Super ego
 - (C) Negative ego
 - (D) Id
95. Thematic Apperception Test (TAT) is designed to understand :
- (A) Perception of individual
 - (B) Personality of individual
 - (C) Learning of individual
 - (D) None of the above
96. is "the reactions of individuals to new or threatening factors in their work environments".
- (A) Attitude
 - (B) Stress
 - (C) Dissonance
 - (D) Disappointment
97. Which of the following is not a job related source of stress ?
- (A) Role ambiguity
 - (B) Role
 - (C) Ethical dilemmas
 - (D) Career concerns
98. Which of the following is not an organizational factor causing stress ?
- (A) Task demand
 - (B) Role demand
 - (C) Role conflict
 - (D) Satisfaction
99. Which of the following is a method of managing stress ?
- (A) Job relocation
 - (B) Career counselling
 - (C) Recreational facility
 - (D) All of the above
100. Which of the following is not a method of managing stress ?
- (A) Time management
 - (B) Supervisor training
 - (C) Role Analysis Techniques (RAT)
 - (D) Rorschach test

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 :

Example :

Question :

Q. 1 (A) (B) (C) (D)

Q. 2 (A) (B) (C) (D)

Q. 3 (A) (B) (C) (D)

Illegible answers with cutting and over-writing or half filled circle will be cancelled.

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 and 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.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर—A, B, C एवं D हैं। परीक्षार्थी को उन चार विकल्पों में से सही उत्तर छोटना है। उत्तर को OMR आन्तर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 (A) (B) (C) (D)

प्रश्न 2 (A) (B) (C) (D)

प्रश्न 3 (A) (B) (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिनमें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

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 के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, 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 देखें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।