

Roll. No.

Question Booklet Number

O.M.R. Serial No.

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202238

BCA (SEM.-II) (NEP) EXAMINATION, 2024
COMPUTER APPLICATION
(Organisational Behaviour)

[BCA-2003]

Paper Code							
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Question Booklet
Series

B

Time : 1 : 30 Hours

Max. Marks : 75

Instructions to the Examinee :

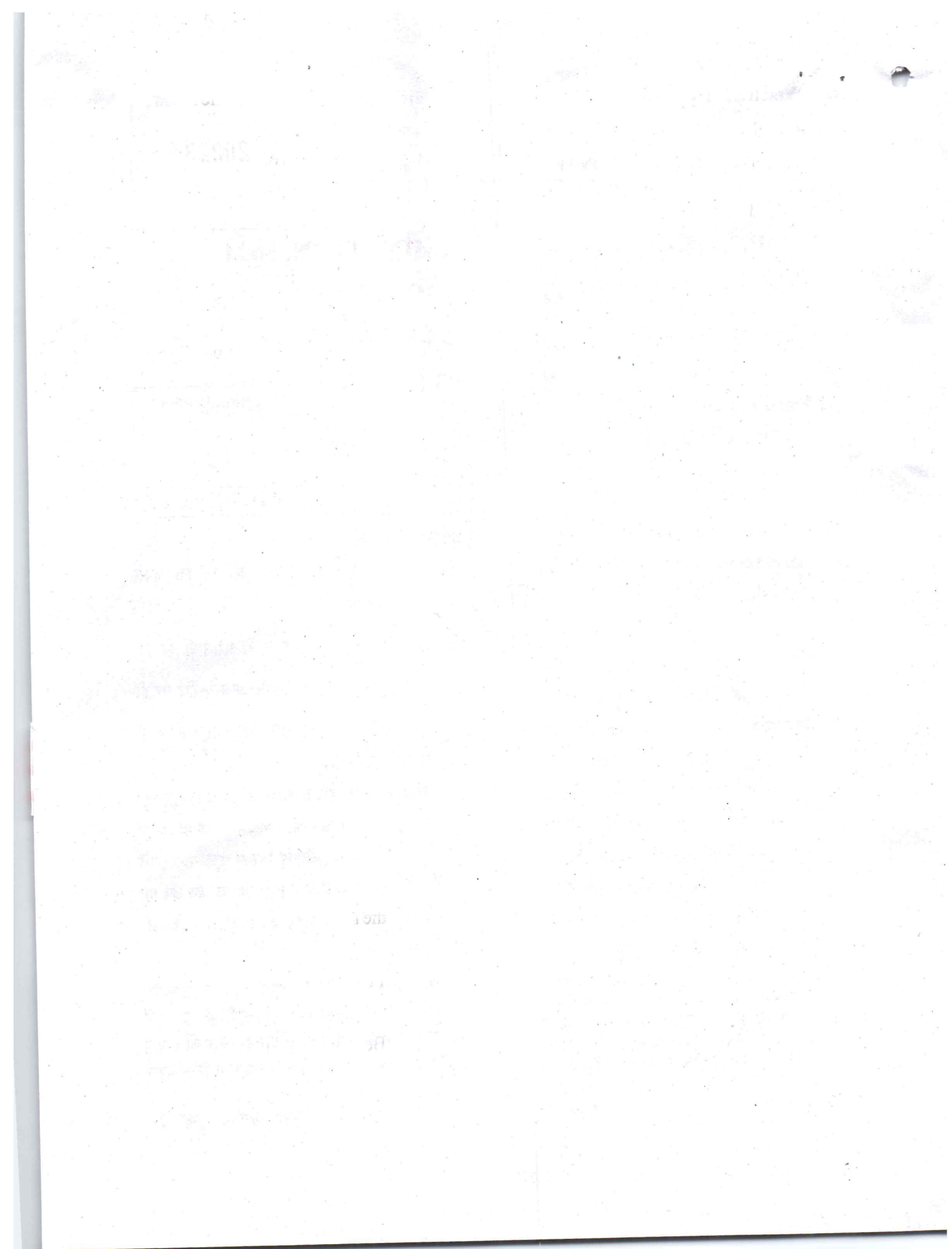
1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer 75 questions in the OMR Answer-Sheet provided and not in the question booklet. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully 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 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, 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 छँटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)



1. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?
 - (A) Pavlov
 - (B) Fayol
 - (C) Skinner
 - (D) Deming
2. 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
3. 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
4. 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) Behavioral theory
 - (B) Judgment theory
 - (C) Selective perception theory
 - (D) Attribution theory
5. In attribution theory, what is distinctiveness?
 - (A) Whether an individual displays consistent behaviors in different situations
 - (B) Whether an individual displays different behaviors in different situations
 - (C) Whether an individual displays consistent behaviors in similar situations
 - (D) Whether an individual displays different behaviors in similar situations
6. -----is once view of reality.
 - (A) Attitude
 - (B) Perception
 - (C) Outlook
 - (D) Personality
7. ----- is the dynamic organization within the individual that determine his unique adjustment to the environment.
 - (A) Perception
 - (B) Attitude
 - (C) Behavior
 - (D) Personality

8. 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
9. Concept of MBO was introduced by:
 - (A) Peter. F. Drucker
 - (B) Mary Parker
 - (C) Henry Fayol
 - (D) Philip Kotler
10. Mr. Sunil's one-day salary was deducted because of his uninformed 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
11. While managing political behaviours in organization, the manager requires discouraging :
 - (A) Negotiation
 - (B) Relationships
 - (C) Self-interest
 - (D) Dialogue
12. 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
13. Which of the following is an environmental force that shapes personality?
 - (A) Gender
 - (B) Height
 - (C) Experience
 - (D) Brain size
14. 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 behavior
 - (D) Expectations about alternative job opportunities
15. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc ?
 - (A) Culture
 - (B) Emotional stability
 - (C) Conscientiousness
 - (D) Extroversion

16. Employees needs met by "Custodial Model" is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
17. Employees needs met by "Supportive Model" is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
18. Employees needs met by "Collegial Model" is :
- (A) Subsistence
 - (B) Security
 - (C) Status and Recognition
 - (D) Self-actualization
19. "Person-Job fit" means :
- (A) Persons physical fitness match with the job
 - (B) Persons skills match with the job
 - (C) Person contributions match with the incentives offered by the organization
 - (D) Persons education match with the job
20. Which of the following is not an attribute of psychological individual difference ?
- (A) Motivation
 - (B) Learning
 - (C) Personality
 - (D) Complexion
21. Which of the following is not an attribute of physiological individual difference ?
- (A) Appearance
 - (B) Complexion
 - (C) Attitude
 - (D) Body shape
22. Under Herzberg's theory, factors causing dissatisfaction is called :
- (A) Demotivators
 - (B) Negative stimuli
 - (C) Hygiene factors
 - (D) Defectors
23. Hygiene factors are :
- (A) Satisfiers
 - (B) Maintenance factors
 - (C) Defectors
 - (D) All of these
24. In Two-factors theory, "Salary" coming under _____.
- (A) Satisfiers
 - (B) Maintenance factors
 - (C) Both of these
 - (D) None of the above

25. Sathish 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
26. 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
27. 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
28. 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
29. 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
30. 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
31. 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

32. Which is also known as a non-reinforcement ?
- Punishment
 - Negative reinforcement
 - Extinction
 - All of the above
33. Which of the following type of people do not feel the need of urgency most of the time and are of the time very easy going nature ?
- Type A
 - Type B
 - authoritarianism
 - Dogmatism
34. Basis of "Custodial Model of OB is :
- Economic resources
 - Power
 - Leadership
 - Partnership
35. Basis of "Supportive Model of OB is
- Economic resources
 - Power
 - Leadership
 - Partnership
36. Basis of "Collegial Model of OB is :
- Economic resources
 - Power
 - Leadership
 - Partnership
37. Managerial orientation of "Autocratic Model" of OB Is
- Authority
 - Money
 - Support
 - Teamwork
38. Managerial orientation of "Supportive Model" of OB is :
- Authority
 - Money
 - Support
 - Teamwork
39. Managerial orientation of "Custodial model" of OB is
- Authority
 - Money
 - Support
 - Teamwork
40. Managerial orientation of "Collegial Model" of OB is
- Authority
 - Money
 - Support
 - Teamwork
41. Employees needs met by "Autocratic Model" is :
- Subsistence
 - Security
 - Status and Recognition
 - Self-actualization

42. 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
43. Which of the following is/are OD intervention techniques?
- (A) Sensitivity training
 - (B) MBO
 - (C) Quality of work life
 - (D) All of the above
44. 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
45. Behaviour power, and conflict are central areas of study for
- (A) Sociologist
 - (B) Anthropologists
 - (C) Social psychologists
 - (D) Operations analysts
46. When a bank robber points a gun at a bank employee, his base of power is:
- (A) Coercive
 - (B) Punitive
 - (C) Positional
 - (D) Authoritative
47. 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
48. What do we call it when we judge someone on the basis of our perception?
- (A) Stereotyping
 - (B) Categorizing
 - (C) Halo effect
 - (D) Prototyping
49. Sobha 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 Sobha most likely using?
- (A) Contrast effect
 - (B) Halo effect
 - (C) Stereotyping
 - (D) Projection

50. Who developed Equity theory of motivation?
- (A) Porter Lawler
(B) McClelland
(C) Stacy Adams
(D) Vroom
51. 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
52. -----is the attractiveness of the members towards the group or resistance to leave it.
- (A) Group norms
(B) Group behavior
(C) Group cohesiveness
(D) Group structure
53. 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
54. is the ability of influencing people to strive willingly for mutual objectives.
- (A) Motivation
(B) Control
(C) Leadership
(D) Supervision
55. In-----leadership, there is a complete centralization of authority in the leader.
- (A) Democratic
(B) Autocratic
(C) Free rein
(D) Bureaucratic
56. -----leader is self confident and can attract followers by his great influence.
- (A) Charismatic
(B) Autocratic
(C) Laissez-faire
(D) Bureaucratic
57. Which one of the following is/are leadership theories?
- (A) Trait theory
(B) Behavior theory
(C) Contingency theory
(D) All of these

58. -----is "the reactions of individuals to new or threatening factors in their work environments."
- (A) Attitude
 - (B) Stress
 - (C) Dissonance
 - (D) Disappointment
59. Which of the following is/are not job related source of stress ?
- (A) Role ambiguity
 - (B) Role
 - (C) Ethical dilemmas
 - (D) Career concerns
60. Which of the following is/are not organizational factors causing stress?
- (A) Task demand
 - (B) Role demand
 - (C) Role conflict
 - (D) Satisfaction
61. Which of the following is/are method of managing stress ?
- (A) Job relocation
 - (B) Career counseling
 - (C) Recreational facility
 - (D) All of the above
62. Which of the following is / are not a method of managing stress ?
- (A) Time management
 - (B) Supervisor training
 - (C) Role Analysis techniques (RAT)
 - (D) Rorschach test
63. ----- refers to the negotiation or an agreement between two groups.
- (A) Contracting
 - (B) Co-opting
 - (C) Pressure tactics
 - (D) None of these
64. Which of the following methods is/are used to solve intergroup conflicts indirectly ?
- (A) Avoidance
 - (B) Encouragement
 - (C) Bargaining
 - (D) All of these
65. Which of the following is/are not direct method to solve intergroup conflicts ?
- (A) Problem solving
 - (B) Domination by the management
 - (C) Removing key figures in conflict
 - (D) Persuasion

66. Who propounded X and Y theory of motivation ?
- Maslow
 - F. Herzberg
 - Alderfer
 - McGregor
67. ----- theory believes that employees dislike work.
- X theory
 - Y theory
 - Z theory
 - None of these
68. According to----- employees love work as play or rest.
- X theory
 - Y theory
 - Z theory
 - None of these
69. ----- Z theory Is a Japanese approach of motivation developed by:
- McClelland
 - William Ouchi
 - Alderfer
 - Mc Gregor
70. 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
 - Two Factor theory
71. 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
72. Which one is not a Need Based Theory of motivation?
- Maslow's Theory
 - F. Herzberg's theory
 - Alderfer's theory
 - Vroom's theory
73. Which one is not a Process Based Theory of motivation?
- Porter Lawler theory
 - McClelland's theory
 - Stacy Adams theory
 - Vroom's theory

74. Organization Behavior is :
- (A) An interdisciplinary approach
 - (B) A humanistic approach
 - (C) Total system approach
 - (D) All of these
75. Organization Behavior is not a/an :
- (A) Separate field of study
 - (B) Applied science
 - (C) Normative science
 - (D) Pessimistic approach
76. "Cognitive theory" of learning was given by :
- (A) Skinner
 - (B) Pavlov
 - (C) Tolman
 - (D) Piaget
77. 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
78. is a relatively permanent change in behavior that occurs as a result of experience :
- (A) Behavior modification
 - (B) Learning
 - (C) Motivation
 - (D) Skills
79. Which of the following is/ are included as structure of human mind ?
- (A) Id
 - (B) Ego
 - (C) Super ego
 - (D) All the above
80. is largely childish, Irrational, never satisfied, demanding and destructive of others :
- (A) Ego
 - (B) Super ego
 - (C) Negative ego
 - (D) Id
81. represent noblest thoughts, ideals etc:
- (A) Ego
 - (B) Superego
 - (C) Negative ego
 - (D) Id
82. is reality and practical oriented part of thinking.
- (A) Ego
 - (B) Superego
 - (C) Negative ego
 - (D) Id
83. Thematic Apperception Test (TAT) is designed to understand :
- (A) Perception of individual
 - (B) Personality of individual
 - (C) Learning of individual
 - (D) None of these

84. refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
- (A) Formal organization
 - (B) Informal organization
 - (C) Business organization
 - (D) Government organization
85. 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
86. The subject of organizational culture has been most influenced by which behavioural science discipline?
- (A) Anthropology
 - (B) Psychology
 - (C) Social psychology
 - (D) Political science
87. Which of the following OB topics is not central to managing employees' fears about terrorism?
- (A) Emotion
 - (B) Motivation
 - (C) Communication
 - (D) Work design
88. In Pavlov's experiment, the bell was a/an : (A)
- (A) Unconditioned stimulus
 - (B) Unconditioned response
 - (C) Conditioned stimulus
 - (D) Conditioned response
89. 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.
90. Operant conditioning argues that :
- (A) Behavior is reflexive
 - (B) Behavior is unlearned
 - (C) Behavior is a function of its consequences
 - (D) the tendency to repeat a Behavior is very strong

91. Which of the following factors affect organizational behaviour ?
 (A) Technology
 (B) People
 (C) Environment
 (D) All of the above
92. Which of the following is/are the key features of organization ?
 (A) Social invention
 (B) Accomplishing goals
 (C) Group efforts
 (D) All of these
93. A study of human behavior in organizational settings is :
 (A) Individual behavior
 (B) Group behavior
 (C) Organizational behavior
 (D) None of these
94. Scientific Management approach is developed by :
 (A) Elton Mayo
 (B) Henry Fayol
 (C) F.W. Taylor
 (D) A. Maslow
95. Who proposed "bureaucratic structure" is suitable for all organization ?
 (A) Elton Mayo
 (B) Henry Fayol
 (C) F.W. Taylor
 (D) Max Weber
96. "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
97. Process or administrative theory of organization is being given by :
 (A) Elton Mayo
 (B) Henry Fayol
 (C) F.W. Taylor
 (D) Max Weber
98. 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
99. Goal setting theory is pioneered by :
 (A) Stacy Adams
 (B) Charms
 (C) Edwin Locke
 (D) F.W. Taylor
100. Which of the following of an individual can change due to hard situations and external influence ?
 (A) Attitude
 (B) Personality
 (C) Objective
 (D) Motivation

ROUGH WORK

B97

(A)

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.
- There will be no negative marking.
- 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 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।