

SHRI S. H. KELKAR COLLEGE OF ARTS, COMMERCE AND SCIENCE, DEVGAD.  
(SINDHUDURGA)

SEMESTER II- External Examination April -2023

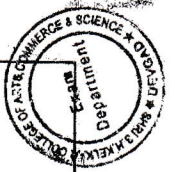
COURSE: ORGANIZATIONAL BEHAVIOR

TIME : 2:30 Hr

COURSE CODE-UBIFSII.

CLASS: F.Y.B.B.I.

MAX. MARKS: 75



Q1.A. Choose the correct answer. (Any8)

8

1. \_\_\_\_\_ model aims at satisfying the higher level needs of the employees .  
( a ) Custodial ( b ) Autocratic ( c ) Collegial
2. The use of power is at the heart of \_\_\_\_\_ model .  
( a ) Custodial ( b ) Autocratic ( c ) Collegial
3. \_\_\_\_\_ is an individual's belief that he is capable of doing a task  
( a ) Leadership ( b ) Soft skill ( c ) Self - efficacy
4. Theory X and Y of Motivation la profounded by \_\_\_\_\_  
( a ) Porter and Lawler Clayton ( b ) Herzberg ( c ) McGregor
5. Ability to derive a rule from given information is \_\_\_\_\_ ability .  
( a ) Spatial ( b ) Memory ( c ) Reasoning
6. A group that is neither formally structured nor organizationally determined is called as \_\_\_\_\_  
( a ) Formal ( b ) Informal ( c ) Task
7. The acceptable standard of behavior within a group that are shared by group members are called as \_\_\_\_\_  
( a ) Role ( b ) Identify ( c ) Norms.
8. \_\_\_\_\_ use computer technology to tie together the members and achieve the common goal .  
(a) Virtual (b) Intact (c) Physical Office
9. \_\_\_\_\_ is the process of influencing and supporting others to work enthusiastically toward achieving objectives .  
( a ) Leadership ( b ) Management ( c ) Teamwork
10. \_\_\_\_\_ self contains aspects of our self , that we know and other do not know .  
( a ) Blind ( b ) Unknown ( c ) Hidden

Q1.B. State whether the following statements are true or false. (Any7)

7

1. The people in OD programs learn by the process of theoretical learning.
2. Resistance to change is a natural phenomenon.
3. Stress within limits is beneficial.
4. Organizational culture is transmitted through stories.
5. Subcultures are mini cultures outside the organization.
6. One of the benefits of disclosure is reciprocity.
7. Effective goal setting involves setting SMART goals.
8. Teams usually have autonomy than group.
9. Visual intelligence is also known as artistic intelligence.
10. Self-actualization means to become all that it is possible for a person to become.



Q2. A. What is organizational behavior & explain the levels of organizational behavior	8
Q2.B. Explain the Maslow's need hierarchy theory	7
OR	
Q2.P. Explain the job characteristics model	8
Q2. Q. Write the Expectancy theory	7
Q3. A. Write the major areas of individual differences	8
Q3.B. Write the characteristics of leader	7
OR	
Q3. P. Write the effects of groups on the individuals	8
Q3. Q. Explain the important elements to build high performances teams	7
Q4. A. Explain the effects of conflict	8
Q4. B. Write the causes of stress	7
OR	
Q4. P. Explain the concept of maintaining organizational culture	8
Q4. Q. Write the concept of nature of stress	7
Q5.A. .Explain the concept of Total quality management	8
Q5.B. .Explain the concept of Organizational culture change	7
OR	
Q5.P. Write the Short Notes (Any 3)	15
1. Goals of organizational behavior	
2. Clayton Alderfer's ERG theory	
3. Profit sharing	
4. Types of groups	
5. Symptoms of stress	