

Roll No.

Question Booklet Number

O. M. R. Serial No.

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386234

B. C. A. (Second Semester) EXAMINATION, 2022-23

ORGANIZATION BEHAVIOR

Paper Code						
B	C	A	2	0	0	3

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)

850

1. Liking or disliking of any particular person, item or event is called :
 - (A) evaluating component of attitude
 - (B) cognitive component of attitude
 - (C) behavioral component of attitude
 - (D) None of the above
2. Which of the following is not included in job related attitude defined by Stephen Robbins ?
 - (A) Job performance
 - (B) Organisational commitment
 - (C) Job satisfaction
 - (D) Job involvement
3. The foundation or base of the components of job related attitude is :
 - (A) Job satisfaction
 - (B) Job performance
 - (C) Individual attitude
 - (D) Behaviour
4. Employees describe work and can be made to work by coercion :
 - (A) Theory X
 - (B) Theory Y
 - (C) Theory Z
 - (D) None of the above
5. Which theory is based on democratic system and humanitarian value ?
 - (A) Theory X
 - (B) Theory Y
 - (C) Vroom's expectancy theory
 - (D) None of the above
6. Theory X and Theory Y was prepared by :
 - (A) Herzberg
 - (B) Maslow
 - (C) McGregor
 - (D) None of the above
7. How managers motivate employee using Theory Y ?
 - (A) Allow them to work on their own initiative
 - (B) Give them responsibility
 - (C) Empowering them to make decisions
 - (D) All of the above
8. What are the factors affecting motivation ?
 - (A) Growth
 - (B) Advancement
 - (C) Achievement and Responsibility
 - (D) All of the above

9. Professional use motivation theories to :
- (A) increase production and profit
 - (B) increase employee retention rate
 - (C) increase employee satisfaction level
 - (D) All of the above
10. Use of incentives and disincentives to promote desired behaviour find their reference in the to motivation.
- (A) "Carrot and Stick" approach
 - (B) Goodwill approach
 - (C) Employee-oriented approach
 - (D) None of the above
11. Who is the developer of 'Two-factor theory' of Motivation ?
- (A) Herzberg
 - (B) A. H. Maslow
 - (C) Taylor
 - (D) Bernard
12. Ego includes :
- (A) Parent Ego state
 - (B) Adult Ego state
 - (C) Child Ego state
 - (D) All of the above
13. According to Freud the psychic functions of ego includes :
- (A) Judgement
 - (B) Reality testing
 - (C) Planning
 - (D) All of the above
14. Motivation includes :
- (A) Job Enrichment
 - (B) Job Enlargement
 - (C) Job Rotation
 - (D) All of the above
15. Which is not the Maslow's needs ?
- (A) self-actualization
 - (B) control
 - (C) esteem
 - (D) safety
16. Human motives are developed by :
- (A) A. H. Maslow
 - (B) Mc Gregor
 - (C) Fayol
 - (D) None of the above

17. Hygiene factors relating to the work content includes :
- (A) company policy and administration
 - (B) supervision
 - (C) status
 - (D) All of the above
18. represents a person and how he behaves in response to environmental variable.
- (A) Personality
 - (B) Motivation
 - (C) Leadership
 - (D) None of the above
19. Personality is a consent that deals with growth and development of a person as a whole.
- (A) Psychological
 - (B) Natural
 - (C) Leadership
 - (D) None of the above
20. Personality of a person is characterized by the following feature :
- (A) it represents traits of a person.
 - (B) it represents stable pattern of behaviour.
 - (C) it is genetic as well as acquired from environment.
 - (D) All of the above
21. Personality is affected by the following factor :
- (A) Biological factor
 - (B) Cultural factor
 - (C) Situational factor
 - (D) All of the above
22. The biological system of a person influence his behaviour are :
- (A) Heredity
 - (B) Brain
 - (C) Physical features
 - (D) All of the above
23. Family and social factors shape a person's personality through the process of :
- (A) Socialisation
 - (B) Identification
 - (C) Both (A) and (B)
 - (D) None of the above

24. Temperament is a personality traits.
- (A) non-intellectual
 - (B) leadership
 - (C) heredity
 - (D) None of the above
25. Which of the following belongs to Big five personality traits ?
- (A) Locus of control
 - (B) Type A and Type B behaviour
 - (C) Emotional stability
 - (D) Machiavellianism
26. Personality traits are enduring characteristics that describe an :
- (A) individual's behaviour
 - (B) individual's habits
 - (C) Both (A) and (B)
 - (D) None of the above
27. deals with the belief of people as to whether they control the events or the events control them.
- (A) Openness
 - (B) Locus of control
 - (C) Self-esteem
 - (D) Self-monitoring
28. The is a self-help assessment test which helps people gain insights about how they work and learn.
- (A) Self-monitoring
 - (B) Myers-Briggs type indicator
 - (C) Extroversion
 - (D) None of the above
29. A highly person is focused, organised, systematic disciplined and through.
- (A) Conscientious
 - (B) Emotional stability
 - (C) Risk taking
 - (D) All of the above
30. Personality that is competitive and set high standards for themselves is called :
- (A) Type A personality
 - (B) Type B personality
 - (C) Type C personality
 - (D) All of the above

31. People with are creative accept new ideas and willing to give up their existing thoughts.
- (A) agreeableness
 - (B) openness
 - (C) emotional stability
 - (D) None of the above
32. Personality traits can be assessed in two ways :
- (A) personality inventory and rating scale
 - (B) endomorph and mesomorph
 - (C) ego and super ego
 - (D) None of the above
33. The theory categorise people into different categories on the basis of physical attributes and psychological factors.
- (A) trait
 - (B) type
 - (C) ERG
 - (D) None of the above
34. Two important "type" theories are :
- (A) physiognomy and extrovert-introvert
 - (B) self-theory and myself theory
 - (C) social learning theory and market learning theory
 - (D) None of the above
35. Which theory asserts that personality of a person depends upon his ?
- (A) social learning theory
 - (B) traits theory
 - (C) type theory
 - (D) None of the above
36. believe in use of power and politics in whatever way possible.
- (A) Low Machs
 - (B) High Machs
 - (C) Authoritarian
 - (D) All of the above
37. personality do not take work pressure and work at steady pace.
- (A) Type A
 - (B) Type B
 - (C) Locus of control
 - (D) None of the above

38. For an individual's point of view is our body's physical, mental and chemical reaction.

- (A) fatigue
- (B) stress
- (C) Both (A) and (B)
- (D) None of the above

39. As medical explanation the term stress is the body's general response to situations.

- (A) social
- (B) political
- (C) environmental
- (D) None of the above

40. According to "Job stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning.

- (A) D. McGregor
- (B) T. A. Bechr and J. E. Newman
- (C) Alford Butler
- (D) None of the above

41. Symptoms of stress are :

- (A) high blood pressure
- (B) emotional instability
- (C) digestion problem
- (D) All of the above

42. Which is short range physical disorder ?

- (A) upset stomach
- (B) stomach ulcer
- (C) Both (A) and (B)
- (D) None of the above

43. Which of the following is individual stressor ?

- (A) Job concern
- (B) Changes in life structure
- (C) Role characteristics
- (D) All of the above

44. Which of the following stressor can be categorised into group stressor ?

- (A) Lack of Group Cohesiveness
- (B) Organisational Climate
- (C) Both (A) and (B)
- (D) None of the above

45. Which of the following is categorised into organisational stressor ?
- (A) Organisational process
 - (B) Organisational structure
 - (C) Physical conditions
 - (D) All of the above
46. Extra organisation stressor can be categorised into factor :
- (A) political
 - (B) economic
 - (C) technological
 - (D) All of the above
47. Which of the following time management aid to reduce stress ?
- (A) create a balanced schedule
 - (B) prioritize task
 - (C) delegate responsibility
 - (D) All of the above
48. The goal of is to bring your mind and body back in to balance.
- (A) stress management
 - (B) group management
 - (C) Both (A) and (B)
 - (D) None of the above
49. are likely to cause stress in countries which suffer from political uncertainties.
- (A) Economic factors
 - (B) Political factors
 - (C) Technological factors
 - (D) None of the above
50. People with profile experience considerable stress.
- (A) personality A
 - (B) personality B
 - (C) personality C
 - (D) None of the above
51. Stress can play a part in problems such as :
- (A) high blood pressure
 - (B) depression
 - (C) anxiety
 - (D) All of the above

52. Burnout is a psychological process resulting work stress that result in :
- (A) emotional exhaustion
 - (B) depersonalization
 - (C) feelings of decrease accomplishment
 - (D) All of the above
53. "A leader is born and is not made", is a :
- (A) charismatic leadership theory
 - (B) born leadership theory
 - (C) transformational leadership theory
 - (D) None of the above
54. Which of the leadership theories proposed that "there is no one best leadership style" ?
- (A) Trait theory
 - (B) Behavioral theory
 - (C) Situational theory
 - (D) Charismatic theory
55. Management Grid is developed by :
- (A) R. R. Blake and J. S. Mouton
 - (B) W. J. Reddin
 - (C) Elton Mayo
 - (D) None of the above
56. Who has identified leadership style on two dimensions ?
- (A) Fiedler
 - (B) Elton Mayo
 - (C) Robbins
 - (D) None of the above
57. is the pattern of behaviour which a leader adopts in influencing the behaviour of his followers.
- (A) Motivational style
 - (B) Leadership style
 - (C) Both (A) and (B)
 - (D) None of the above
58. Which is the part of an organisation ?
- (A) Informal organisation
 - (B) Formal organisation
 - (C) Physical environment of the work situation
 - (D) All of the above
59. What is true about formal group ?
- (A) It is stable and continues for a longer period.
 - (B) Formal groups are quite large.
 - (C) All message pass through a chain of commands.
 - (D) All of the above

60. Charismatic Authority is derived from the :
 (A) Value
 (B) Power
 (C) Religion
 (D) All of the above
61. "Leadership is the activity of influencing people to strive willing for group objectives." This statement given by :
 (A) George R. Terry
 (B) Davis, Keith
 (C) Rensis Likert
 (D) None of the above
62. Which is not correct about the nature of leadership ?
 (A) Dynamic process
 (B) It is personal quality
 (C) Ideal conduct
 (D) Unity of accounting
63. The positive motivators are :
 (A) Delegation
 (B) Rewards
 (C) Cash Remuneration
 (D) All of the above
64. Which of the following is/are determinates of personality as per Luthans ?
 (A) Cultural contribution
 (B) Biological contribution
 (C) Situation
 (D) All of the above
65. The reason for formation of group is :
 (A) Affiliation
 (B) Power
 (C) Goal Achievement
 (D) All of the above
66. The characteristics of group includes :
 (A) Activities
 (B) Informal leadership
 (C) Both (A) and (B)
 (D) None of the above
67. The function of informal groups consists :
 (A) Determination of norms
 (B) Personality development
 (C) Both (A) and (B)
 (D) None of the above
68. Which is deviation of group norms ?
 (A) Group control
 (B) Socialisation
 (C) Hierarchy
 (D) All of the above
69. A group whose members have complementary skills and are committed for a common purpose or goals for which they hold themselves for mutually accountable is called :
 (A) A team
 (B) Motivation
 (C) Both (A) and (B)
 (D) None of the above

70. Following is/are the types of teams :

- (A) problem solving team
- (B) self-managed team
- (C) cross-functional team
- (D) All of the above

71. How many stages of team development are there according to Bruce W. Tuchman's ?

- (A) 5
- (B) 3
- (C) 2
- (D) 1

72. According to Richard Backhard the purpose of team building is :

- (A) to analyze the way work is performed.
- (B) to examine the way a group is working and its processes.
- (C) to examine relationship among the people doing the work.
- (D) All of the above

73. Brainstorming is a technique used for :

- (A) Problem solving
- (B) Idea generation
- (C) Both (A) and (B)
- (D) None of the above

74. The individual coping strategies deals with stress at work are :

- (A) time management
- (B) exercise
- (C) meditation and relaxation
- (D) All of the above

75. Organisational coping strategies which deal with the stress at work are :

- (A) Role clarity
- (B) Supportive climate
- (C) Company-wide programmes
- (D) All of the above

76. Which of the following indicate country-wide programme ?

- (A) Job enrichment
- (B) Training and development
- (C) Both (A) and (B)
- (D) None of the above

77. Which analysis helps to understand the strength and weakness of an organization ?
- (A) Business analysis
 - (B) SWOT analysis
 - (C) Environment analysis
 - (D) None of the above
78. OB is the study of in the organisation.
- (A) Human
 - (B) Human Behaviour
 - (C) Employer
 - (D) Employee
79. Scope of OB does not include :
- (A) Perception
 - (B) Job title
 - (C) Leadership
 - (D) Technology
80. The book 'The Psychology of Management' was published by :
- (A) Robert Owen
 - (B) Henry Fayol
 - (C) William Gilbreth
 - (D) F. W. Taylor
81. The main forces affecting organisational behaviour are :
- (A) Technology
 - (B) Environment
 - (C) Human
 - (D) All of the above
82. In the modern context, challenges for organisational behaviour are :
- (A) Globalization
 - (B) Employee expectation
 - (C) Globalization
 - (D) All of the above
83. Organisational behaviour is :
- (A) An Art
 - (B) A Science
 - (C) A Science as well as an Art
 - (D) None of the above
84. According to the scientists of organisational behaviour, how are the organisations ?
- (A) Static
 - (B) Dynamics and ever changing
 - (C) Researching
 - (D) Processing

85. Which of the following forms the basis for the Autocratic model of organisational behaviour ?

- (A) Power
- (B) Obedience
- (C) Authority
- (D) Dependence on Boss

86. The supportive model of organisational behaviour depends on :

- (A) Power
- (B) Economic Resources
- (C) Leadership
- (D) Authority

87. The collegial model is basically an extension of :

- (A) Supportive model
- (B) Custodial model
- (C) Autocratic model
- (D) None of the above

88. "Might is right" is the motto of

- (A) Autocratic model
- (B) Custodial model
- (C) Supportive model
- (D) Collegial model

89. Which of the following is the emerging challenges and opportunity in organisational behaviour ?

- (A) Improving quality and productivity
- (B) Total quality management
- (C) Managing workforce diversity
- (D) All of the above

90. What are the factors that are challenging for organisations ?

- (A) Turnover
- (B) Lack of productivity
- (C) Both (A) and (B)
- (D) None of the above

91. is the process by which an individual becomes aware of and interprets information about the environment.

- (A) Personality
- (B) Perception
- (C) Motivation
- (D) None of the above

92. Judging people on the basis of the characteristics of group to which they belong is called :

- (A) Selective perception
- (B) Halo effect
- (C) Stereotyping
- (D) Attribution

93. Perception is the :

- (A) Intellectual process
- (B) Psychological process
- (C) Subjective process
- (D) All of the above

94. The first stage in perceptual process is :

- (A) Stimuli
- (B) Perceptual outputs
- (C) Characteristics of perceiver
- (D) None of the above

95. What are the 3 levels of perception ?

- (A) The heart
- (B) Mind
- (C) Matter
- (D) All of the above

96. Following are the types of values :

- (A) Theoretical
- (B) Aesthetic
- (C) Social
- (D) All of the above

97. Value which is related to means for achieving desired ends is called :

- (A) Terminal value
- (B) Instrumental value
- (C) Both (A) and (B)
- (D) None of the above

98. A person learns and develops values because of :

- (A) social factors
- (B) cultural factors
- (C) religious factors
- (D) All of the above

99. Attitude affect at a different level.

- (A) relations
- (B) perception
- (C) behaviour
- (D) None of the above

100. Attitude is dependent on the factor :

- (A) Psychological
- (B) Economic
- (C) Organisational
- (D) All of the above

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) ● (C) (D)
Q. 2 (A) (B) ● (D)
Q. 3 (A) ● (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 छँटना है। उत्तर को OMR आन्तर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

- प्रश्न 1 (A) ● (C) (D)
प्रश्न 2 (A) (B) ● (D)
प्रश्न 3 (A) ● (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिन्हें 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 रफ़ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ़-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 संसक्त उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

ग़रुतपूर्ण : प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें 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।