

OMR Answer Sheet No.

Question Booklet Number

23/3194

**B.C.A. Second Semester Examination, 2023**

Booklet Code

**D**

**COMPUTER APPLICATIONS**

**Paper : Third (Major)**

**(Organizational Behaviour)**

(निम्न पूर्तियाँ परीक्षार्थी स्वयं भरें / To be filled in by the Candidate)

अनुक्रमांक (अंकों में)

Roll No. (in figures)

अनुक्रमांक (शब्दों में)

Roll No. (in words)

Enrolment No. (in figures)

कॉलेज का नाम

Name of College

| समय : 2 : 00 घण्टे

| Time : 2 : 00 Hours

| अधिकतम अंक : 75

| Maximum Marks : 75

कक्ष निरीक्षक के हस्ताक्षर  
Signature of Invigilator

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. इस प्रश्न-पुस्तिका में कुल 75 प्रश्न हैं। परीक्षार्थियों को सभी प्रश्न हल करना अनिवार्य है। दिये गये OMR उत्तर-पत्रक पर ही सभी प्रश्न हल करना है। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR उत्तर-पत्रक को सावधानीपूर्वक देख ले। दोषपूर्ण प्रश्न-पुस्तिका, जिसमें कुछ भाग छपने से छूट गये हों या प्रश्न एक से अधिक बार छप गये हों या किसी भी प्रकार की कमी हो, उसे तुरन्त बदल लें।

*Instructions to the Examinee :*

1. Do not open the booklet unless you are asked to do so.
2. This booklet contains 75 questions. Examinee have to attempt all questions. All questions attempt on the given OMR Answer Sheet. 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 immediately replaced.

(शेष निर्देश अन्तिम पृष्ठ पर)

(Remaining Instructions on last page)

1. Which of the following is NOT one of the steps involved in decision making process?
  - (1) Make decision or choose an alternative
  - (2) Change the desired outcome ✓
  - (3) Research and identify options
  - (4) Evaluate results
2. Where does personality come from?
  - (1) It is influenced entirely by external factors
  - (2) It originates within the individual
  - (3) It is combination of both internal and external factors
  - (4) All of the above ✓
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4. Which among the following is the highest-level need under Need Hierarchy Theory of Motivation?
  - (1) Safety and Security Needs
  - (2) Social Needs
  - (3) Self-esteem Needs
  - (4) Self Actualization Needs ✓
5. Which of the following are true about 'mini-relaxation exercises'?
  - (1) It is most beneficial if you do it on a regular basis
  - (2) You can do them anywhere
  - (3) You can do them without eliciting attention from others around you
  - (4) All of the above ✓
6. Which of the following statements is true?
  - (1) Positive stress is short-term
  - (2) Negative stress is perceived within our coping abilities
  - (3) Negative stress can lead to mental as well as physical problems
  - (4) Negative stress can be short or long-term

7. Which of the following factors may affect the body's capacity to deal with stress effectively?
- (1) Age
  - (2) Physiological reserve
  - (3) Physiological factors
  - (4) All of the above ✓
8. The term 'Stress' was originally used by Selye in
- (1) 1936
  - (2) 1946
  - (3) 1956
  - (4) 1996 ✓
9. The stress which is originated from outside the individual or person like moving to another city and death in family, this is .....
- (1) Internal stressor
  - (2) Partial stressor
  - (3) Moderate stressor
  - (4) External stressor ✓
10. A person holds \_\_\_\_\_ power when he influences others by forcing, threatening, harming and irritating.
- (1) Reward
  - (2) Coercive ✓
  - (3) Normative
  - (4) Expert
11. Research and investigation can be examples of sources of \_\_\_\_\_ power
- (1) Expert ✓
  - (2) Reward
  - (3) Normative
  - (4) Democratic
12. Dual concern model assumes that no disputant has \_\_\_\_\_ orientation.
- (1) Positive
  - (2) Negative ✓
  - (3) Neutral
  - (4) Zero-Sum

13. Negotiation in which the disputants are the only participants is called \_\_\_\_\_.
- (1) Adjudication
  - (2) Mediation ✓
  - (3) Simple negotiation
  - (4) Facilitated negotiation
14. One can infer attitudes and make judgements about people and things through
- (1) Perception -
  - (2) General attribution theory
  - (3) Stimuli
  - (4) Cognitive Structure
15. There is a contest among all employees of organization about valuable suggestions for improving policies for employees. What type of conflict it may be?
- (1) Constructive
  - (2) Destructive
  - (3) Competitive but constructive
  - (4) Cooperative but destructive
16. Leadership is best defined as \_\_\_\_\_.
- (1) The ability to merely project one's abilities in the lack of actual accomplishments
  - (2) The ability to reduce the dependence of team members on each other
  - (3) The ability to induce the team members to focus on individual goals rather than collective goals
  - (4) The ability to influence a group toward the achievement of a vision or set of goals
17. Which of the following is a desirable feature of leadership?
- (1) One-directional influence from the leader to the follower
  - (2) Coercive power and authority
  - (3) Lack of freedom
  - (4) Coexistence of leaders and managers

P.T.O.

18. Organisational behaviour is \_\_\_\_\_
- (1) A science
  - (2) An art
  - (3) A science as well as an art ✓
  - (4) None of the above
19. Communication begins with \_\_\_\_\_
- (1) Encoding ✓
  - (2) Idea origination
  - (3) Decoding
  - (4) Channel selection
20. Forces affecting organizational behavior are -----
- (1) People
  - (2) Environment
  - (3) Technology
  - (4) All of the above ✓
21. Scope of Organizational Behaviour does not include \_\_\_\_\_
- (1) Leadership
  - (2) Perception
  - (3) Job Design
  - (4) Technology ✓
22. In the present context, challenges for Organizational Behaviour are \_\_\_\_\_
- (1) Employee expectation ✓
  - (2) Workforce diversity
  - (3) Globalization
  - (4) All of the above
23. Meso organisation behaviour is related with -
- (1) Individual behaviour
  - (2) Group behaviour
  - (3) Organisational behaviour ✓
  - (4) None of these
24. Organizational behaviour focuses at 3 Levels-
- (1) Individuals, Organisation, Society
  - (2) Society, Organisation, Nation
  - (3) Employee, Employer, Management
  - (4) Individual, Groups, Organisation ✓
25. \_\_\_\_\_ is recognised as father of "Human relations"
- (1) William Gilbreth
  - (2) Hendry Fayol
  - (3) F.W. Taylor
  - (4) Elton Mayo ✓

26. Some of OB's challenges and opportunities include all of the following except-
- (1) Reinforcing the importance of traditional methods of management
  - (2) Offering specific insights to improve interpersonal and people skills
  - (3) Helping us learn to cope in a continuously changing world
  - (4) Facilitating the improvement of quality and employee productivity
27. Edward Tolman is related to \_\_\_\_\_
- (1) Behaviourist Framework
  - (2) Cognitive approach ✓
  - (3) Social Cognitive Framework
  - (4) None of these
28. Hawthorne Studies is related to which stage of the organizational behaviour evolution?
- (1) Industrial revolution
  - (2) Scientific management
  - (3) Human relations movement
  - (4) None of these
29. Which of the following represents the correct sequencing of historical developments of Organisational Behaviour?
- (1) Industrial revolution → Scientific management → Human relations movement → OB
  - (2) Industrial revolution → Human relations movement → Scientific management → OB
  - (3) Scientific management → Human relations movement → Industrial revolution → OB
  - (4) None of these
30. The field of organizational behaviour examines such questions as the nature of leadership, effective team development, and \_\_\_\_\_
- (1) Organisational control; conflict management
  - (2) Interpersonal conflict resolution, motivation of individuals ✓
  - (3) Motivation of individuals, planning
  - (4) Planning; development

31. Organisational Behaviour is a field of study backed by ..... associated with growing concern for people at the workplace
- Theory
  - Research
  - Application
  - All of the above ✓
32. Which of the following is not correct for the organisational behaviour?
- Organisational behaviour is an integral part of management
  - Organisational behaviour is a disciplinary approach
  - Organisational behaviour helps in analysis of behaviour
  - Organisational behaviour is goal-oriented ✓
33. Which one of the following is the definition given by Fred Luthans \_\_\_\_\_
- Organisational behaviour is about understanding, predicting and controlling human behaviour at work ✓
  - Organisational behaviour is subset of management activities concerned to human behaviour
  - Organisational behaviour is a branch of social sciences that seeks to build theories
  - Organisational behaviour is a field of study that investigates the impact on behaviour
34. Contribution/s of human relations movement is/are
- Great Depression
  - Labour Movement
  - Hawthorne Studies ✓
  - All of these
35. Nowadays a lot of stress is being put on the \_\_\_\_\_ of the employee in the organisation
- Character
  - Improvement
  - Behaviour ✓
  - Rewards
36. The term 'psychology', a key field in the study of OB, is derived from the word 'psyche', which means 'soul' or 'spirit' in \_\_\_\_\_
- Latin
  - French
  - Greek ✓
  - None of these
37. The field of organizational behaviour is primarily concerned with \_\_\_\_\_
- The behaviour of individual and groups.
  - How resources are effectively managed
  - Control processes and interactions between organisations.
  - Both (A) and (C) ✓

38. The \_\_\_\_\_ is based on the environment. Though \_\_\_\_\_ like thinking, expectations and perception do exist, and they are not needed to manage or predict behavior.
- (1) Behaviouristic approach, Cognitive processes
  - (2) Cognitive processes, behaviouristic approach
  - (3) Social cognitive, behaviouristic approach ✓
  - (4) Cognitive processes, Social cognitive
39. Organisational Behaviour is the study of \_\_\_\_\_ in the organisation
- (1) Human
  - (2) Employer
  - (3) Human Behaviour
  - (4) Employees
40. The Hawthorne experiment was conducted by \_\_\_\_\_
- (1) William Gilbreth
  - (2) Hendry Fayol
  - (3) F.W. Taylor
  - (4) Elton Mayo ✓
41. OB Helps to understand behaviour of humans in \_\_\_\_\_
- (1) Work place and Society
  - (2) Work place only ✓
  - (3) Society only
  - (4) Department only
42. OB does not contribute to improve
- (1) Motivation
  - (2) Efficiency
  - (3) Interpersonal relations ✓
  - (4) Communication
43. Due to emphasis on productivity & efficiency, if employees are not allowed to work harmoniously with one another, it is a limitation of \_\_\_\_\_
- (1) Organizational Culture
  - (2) Organizational Structure
  - (3) Organizational Behaviour
  - (4) Organizational Value ✓
44. Common uniform, canteen, office does not mean common treatment is a limitation of
- (1) Organizational Culture
  - (2) Organizational Structure ✓
  - (3) Organizational Behaviour
  - (4) Organizational Value



45. Which of the following is not a contributing discipline of OB
- (1) Anthropology
  - (2) Psychology
  - (3) Physiology ✓
  - (4) Sociology
46. \_\_\_\_\_ is a study of Individual Behaviour
- (1) Anthropology
  - (2) Psychology ✓
  - (3) Political Science
  - (4) Sociology
47. \_\_\_\_\_ is a study of Group Behaviour
- (1) Anthropology ✓
  - (2) Psychology
  - (3) Physiology
  - (4) Sociology
48. \_\_\_\_\_ is a study of man, his work and Culture
- (1) Anthropology ✓
  - (2) Psychology
  - (3) Social psychology
  - (4) Sociology
49. \_\_\_\_\_ focuses on the influence of people on one another
- (1) Anthropology
  - (2) Psychology
  - (3) Social psychology
  - (4) Sociology ✓
50. The study of organizational behavior has certain basic assumptions. They are
- (1) An industrial enterprise is an organization of people.
  - (2) These people must be motivated to work effectively
  - (3) The goals of the employee and the employer may not necessarily coincide.
  - (4) All of the above ✓
51. Which of the following frameworks is used in the development of the overall model of OB?
- (1) The cognitive framework ✓
  - (2) The behaviouristic framework
  - (3) The social learning framework
  - (4) All of the above

52. "Might is right" is the motto of \_\_\_\_\_
- (1) Autocratic Model ✓
  - (2) Custodial Model
  - (3) Supportive Model
  - (4) Collegial Model
53. The 3 Theoretical Frame work of OB are
- (1) Cognitive, Social and Technical
  - (2) Cognitive, Behaviouristic, Social
  - (3) Leadership, attribution, motivation ✓
  - (4) Attribution, Perception and motivation
54. Which organization theory can be understood by IF and THEN relationship
- (1) System approach
  - (2) Contingency approach ✓
  - (3) Process approach
  - (4) Scientific approach
55. Which of the following is/are not job related source of stress
- (1) Role ambiguity
  - (2) Role overload
  - (3) Ethical dilemmas
  - (4) Career concerns ✓
56. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- (1) Culture
  - (2) Emotional stability
  - (3) Conscientiousness ✓
  - (4) Extroversion
57. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behavior shows \_\_\_\_\_
- (1) Consensus ✓
  - (2) Similarity
  - (3) Reliability
  - (4) Consistency

58. What term is used for the extent to which an individual displays different behaviors in different situations?
- (1) Continuity
  - (2) Integrity
  - (3) Flexibility
  - (4) Distinctiveness ✓
59. Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis? <https://www.mgkvponline.com>
- (1) The level of the group
  - (2) The level of the individual ✓
  - (3) The level of the organization
  - (4) The level of the culture
60. \_\_\_\_\_ is the process of screening out information that we are uncomfortable with or that contradict to our beliefs
- (1) Perceptual context
  - (2) Selective perception ✓
  - (3) Halo effect
  - (4) Stereotyping
61. Basis of "Collegial Model of OB is
- (1) Economic resources
  - (2) Power
  - (3) Leadership
  - (4) Partnership ✓
62. Employees needs met by Supportive Model is
- (1) Subsistence
  - (2) Security
  - (3) Status and Recognition ✓
  - (4) Self-actualization
63. \_\_\_\_\_ indicates the level of uncertainty that people can tolerate to work efficiently without experiencing undue stress
- (1) Risk propensity
  - (2) Authoritarianism
  - (3) Tolerance for ambiguity ✓
  - (4) Workaholic Nature

64. Dual structure approach of motivation is developed by

- (1) Maslow
- (2) F.Herzberg ✓
- (3) Alderfer
- (4) Mc Gregor

65. Believes, attitudes, traditions and expectations which are shared by group members is called

- (1) Group norms ✓
- (2) Group communication
- (3) Group cohesiveness
- (4) Group structure

66. \_\_\_\_\_ leader is self-confident and can attract followers by his great influence

- (1) Charismatic ✓
- (2) Autocratic
- (3) Laissez-faire
- (4) Bureaucratic

67. Path-goal model of Leadership was introduced by

- (1) Martin Evans & Robert House ✓
- (2) Fred Fielder
- (3) Whetton
- (4) Cameron

68. Which of the following is/are not organizational factors causing stress

- (1) Task demand
- (2) Role demand
- (3) Role conflict ✓
- (4) Satisfaction

69. A study of human behaviour in organizational settings is

- (1) Individual behaviour
- (2) Group behaviour
- (3) Organizational behaviour ✓
- (4) None of these

70. \_\_\_\_\_ is "the reactions of individuals to new or threatening factors in their work environments"
- (1) Attitude
  - (2) Stress ✓
  - (3) Dissonance
  - (4) Disappointment
71. Which of the following is an environmental force that shapes personality?
- (1) Gender
  - (2) Height
  - (3) Experience ✓
  - (4) Brain size
72. How many levels are there in Needs Hierarchy theory of motivation?
- (1) 6
  - (2) 5 ✓
  - (3) 4
  - (4) 3
73. Which of the following are stress busters
- (1) Trying to find the humorous side in a difficult situation
  - (2) Developing a support network
  - (3) Light exercise
  - (4) All of the above ✓
74. Which among the following theories can be considered as an extension of Maslow's Need Hierarchy Theory of Motivation?
- (1) Alderfer - ERG theory ✓
  - (2) Maslow - hierarchy of needs theory
  - (3) Herzberg - Two factor theory
  - (4) Skinner's reinforcement theory
75. \_\_\_\_\_ is defined as process that account for individuals for intensity, direction and persistence of effort towards attaining goal.
- (1) LEADERSHIP ✓
  - (2) Management
  - (3) Motivation
  - (4) Learning

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