

MR Answer Sheet No.

Question Booklet Number

24/2339

## B.C.A. Second Semester Examination, 2024

Booklet Code

**D**

Computer Application

Organizational Behaviour

Paper - III (Major)

(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 :

- प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
- 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।
- प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR उत्तर-पत्रक को सावधानीपूर्वक देख लें। 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 :*

- Do not open the booklet unless you are asked to do so.
- 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.
- 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. Leadership motivates the people to work and not the power of money", this concept is related to
- (1) Autocratic model
  - (2) Custodial model
  - (3) Supportive model
  - (4) Collegial model
2. Organisational behaviour is
- (1) A science
  - (2) An art
  - (3) A science as well as an art
  - (4) None of the above
3. The study of organisation behaviour has certain basic assumptions. They are
- (1) An industrial enterprise is an organisation 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
4. 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
5. Which of the following statements is true?
- (1) In small quantities, stress is good
  - (2) Too much stress is harmful
  - (3) All stress is bad
  - (4) Only (1) & (2) are right
6. Stress management is about learning
- (1) How to avoid the pressures of life
  - (2) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
  - (3) Both (1) & (2) are true
  - (4) None of the above

[ 3 ]

P.T.O.

7. Which of the following statements is true about stress management?
- (1) Stress management is learning about the connection between mind and body
  - (2) Stress management helps us control our health in a positive sense
  - (3) Stress management teaches us to avoid all kinds of stress
  - (4) Only (1) & (2) right
8. Which of the following are the basic sources of stress?
- (1) The Environment
  - (2) Social Stressors
  - (3) Physiological
  - (4) Thoughts
9. The following are the characteristics of Positive Stress
- (1) It improves performance
  - (2) It feels exciting
  - (3) It motivates
  - (4) All of the above
10. The following are the characteristics of Negative Stress?
- (1) It causes anxiety
  - (2) It feels unpleasant
  - (3) It decreases performance
  - (4) All of the above
11. How does organisational climate affect the employees in an organisation?
- (1) Respect for employer and salary
  - (2) Team spirit and quality of products
  - (3) Productivity level and motivation level
  - (4) Employees dedication and salary
12. How is the closeness or commonness of attitude, behaviour, trust and performance within the organization designated?
- (1) Cohesion
  - (2) Morale
  - (3) Communication
  - (4) Leadership

13. What is meant by 'Conflict of Interest'?
- (1) Being interested in many subjects
  - (2) Hobbies interfering in education
  - (3) Least interest in the job taken up or assigned
  - (4) A conflict between the private interests and the official responsibilities of a person in a position of trust
14. \_\_\_\_\_ Is the dynamic organization within the individual that determine his unique adjustment to the environment.
- (1) Perception
  - (2) Attitude
  - (3) Behaviour
  - (4) Personality
15. \_\_\_\_\_ Is an individual's view of reality'.
- (1) Perception
  - (2) Attitude
  - (3) Outlook
  - (4) Personality
16. \_\_\_\_\_ is an attitude that reflects the extent to which an individual is gratified or fulfilled by his work.
- (1) Motivation
  - (2) Job Satisfaction
  - (3) Contribution
  - (4) Cognition Dissonance
17. Which one of the following is not an attitude?
- (1) Job productivity
  - (2) Job Satisfaction
  - (3) Job Involvement
  - (4) Organisational Commitment
18. A person holds \_\_\_\_\_ power when he influences others by coercing, threatening, harming and irritating.
- (1) Reward
  - (2) Coercive
  - (3) Normative
  - (4) Expert

19. Formal power is exercised in a \_\_\_\_\_ manner.
- (1) Bottom-up
  - (2) Top-down
  - (3) Horizontal
  - (4) Vertical
20. Negotiation in which the disputants are the only participants is called \_\_\_\_\_
- (1) Adjudication
  - (2) Mediation
  - (3) Simple negotiation
  - (4) Facilitated negotiation
21. An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as \_\_\_\_\_.
- (1) Latent conflict
  - (2) False conflict
  - (3) Cause of action
  - (4) None of the given options
22. The first step in conflict diagnosis is to describe the \_\_\_\_\_
- (1) Conflict
  - (2) Disputant
  - (3) Motives
  - (4) Position
23. One can infer attitudes and make judgments about people and things through
- (1) Perception
  - (2) General attribution theory
  - (3) Stimuli
  - (4) Cognitive Structure
24. 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
25. The form of negotiation in which the negotiation is facilitated by a neutral third party is:
- (1) Mediation
  - (2) Agent or advocate-assisted negotiation
  - (3) Nonbinding evaluation
  - (4) Arbitration

26. Which of the following types of mediation has narrow and evaluative focus?
- Triage mediation
  - Bargaining-based mediation
  - Pure mediation
  - Therapeutic mediation
27. According to Farfel and Turner (1979), which of the following is a primary reason for choosing to identify with a group?
- To avoid loneliness
  - A fear of missing out
  - A desire to prove loyalty to a stereotype
  - To maintain a positive sense of self
28. Members of a(n) \_\_\_\_\_ team have been cross-trained so each person is able to perform the duties of all the other team members.
- Functional
  - Cross-functional
  - Multi functional
  - Self-directed
29. A group technique used to develop many ideas in a relatively short time.
- Brainstorming
  - Compromise
  - Conflict
  - Consensus
30. The problem-solving method in which all members of a group fully accept and support a decision.
- Norm
  - Compromise
  - Goal
  - Consensus
31. The five personality traits as per Big Five Model are
- Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to Experience
  - Extroversion, Agreeableness, Companionship, Emotional Stability, Openness to Experience
  - Extroversion, Agreeableness, Conscientious, Empathy, Openness to Experience
  - Extroversion, Agreeableness, Conscientious, Empathy, Easy-Going Experience

P.T.O.

32. Competencies do not include
- (1) Knowledge
  - (2) Skill
  - (3) Behaviour
  - (4) Character
33. Which theory believed that leaders share some inborn personality traits?
- (1) Trait Theory of leadership
  - (2) Behavioral Theory of leadership
  - (3) Situational Theory of leadership
  - (4) None of the above
34. Grievances affect the employees-
- (1) Promotion
  - (2) Wages
  - (3) Training
  - (4) Morale
35. Under which policy, employees are free to meet the top executives of the organization and get their grievances redressed?
- (1) Open door policy
  - (2) Step ladder policy
  - (3) Open communication policy
  - (4) Open hierarchy policy
36. Open door policy of grievance handling is best suited for \_\_\_\_\_ organizations.
- (1) Small
  - (2) Big
  - (3) Medium-size
  - (4) Inter
37. Grievance arising from working condition does not include
- (1) Poor safety
  - (2) Poor machinery
  - (3) Unrealistic targets
  - (4) Bad physical conditions

38. In the present context, challenges for Organizational Behaviour are \_\_\_\_\_  
(1) Employee expectation  
(2) Workforce diversity  
(3) Globalization  
(4) All of the above
39. Which of the following is/are not job-related source of stress?  
(1) Role ambiguity  
(2) Role overload  
(3) Ethical dilemmas  
(4) Career concerns
40. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?  
(1) The halo effect  
(2) The contrast effect  
(3) Projection  
(4) Stereotyping
41. Concept of MBO was introduced by:  
(1) Peter.F. Drucker  
(2) Mary Parker  
(3) Henry Fayol  
(4) Philip Kotler
42. Which dimension of Big 5 Personality traits represents artistically sensitive, refined etc?  
(1) Culture  
(2) Emotional stability  
(3) Conscientiousness  
(4) Extroversion
43. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behaviour shows \_\_\_\_\_.  
(1) Consensus  
(2) Similarity  
(3) Reliability  
(4) Consistency
44. Organizational Behaviour focuses at 3 levels-  
(1) Individuals, Organisation, Society  
(2) Society, Organisation, Nation  
(3) Employee, Employer, Management  
(4) Individual, Groups, Organisation

45. Psychology's major contributions to the field of organizational behaviour have been primarily at what level of analysis?
- The level of the group
  - The level of the individual
  - The level of the organization
  - The level of the culture
46. Experiments performed by Ivan Pavlov led to what theory?
- Classical conditioning
  - Operant conditioning
  - Social learning
  - Behaviour shaping
47. In attribution theory, what is distinctiveness?
- Whether an individual displays consistent behaviors in different situations
  - Whether an individual displays different behaviors in different situations
  - Whether an individual displays consistent behaviors in similar situations
  - Whether an individual displays different behaviors in similar situations
48. \_\_\_\_\_ is the process of screening out information that we are uncomfortable with or that contradict to our beliefs
- Perceptual context
  - Selective perception
  - Halo effect
  - Stereotyping
49. Basis of "Collegial Model of OB is
- Economic resources
  - Power
  - Leadership
  - Partnership
50. Employees needs met by Supportive Model is
- Subsistence
  - Security
  - Status and Recognition
  - Self-actualization
51. As per Stimulus-Response Model, input for behaviour process is
- Drive
  - Organism
  - Stimuli
  - Response

52. \_\_\_\_\_ 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) Workaholism
53. Which of these types of persons would have an ideology and a cause to fight and achieve their set goal?
- (1) Self-disciplined  
(2) Self-driven  
(3) Self-confident  
(4) Self-actualised
54. Which of these processes influences the process of personality development?
- (1) Identification and Socialisation process  
(2) Socialisation process  
(3) Identification process  
(4) None of the above
55. Which of these is/are the reason(s) behind individual resistance?
- (1) Social reasons  
(2) Personal reasons  
(3) Economic reasons  
(4) All of the above
56. A person who has an intelligence that is lower than normal is less bored by which of these types of work?
- (1) Continuous  
(2) Daily  
(3) Repetitive  
(4) All of the above
57. Which of these would fall under the desire to control others?
- (1) Primary motive  
(2) Power motive  
(3) Affiliation motive  
(4) Achievement motive
58. The model (s) of organisational behaviour is (are)
- (1) Autocratic  
(2) Custodial  
(3) Supportive  
(4) All of the above

59. Which of the following forms the basis for the autocratic model of OB
- Obedience
  - Authority
  - Power
  - Dependence on boss
60. Which one of the following is the definition given by Fred Luthans
- "Organisational behaviour is to understand, 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"
61. 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"
62. Which of these suggestions is an effective way to deal with stress?
- Meditation
  - Exercise
  - Talking with others
  - All of the given options
63. Who distinguished between intrinsic motivation and extrinsic motivation?
- Frederick Taylor
  - Frederick-Herzberg
  - David McClelland
  - Edward Deci

64. Communication between two members of a project team from different function, but the same level of authority is communication.
- (1) Upward  
(2) Downward  
(3) Lateral  
(4) Diagonal
65. The \_\_\_\_\_ leadership style is an expression of the leader's trust in the abilities of his subordinates.
- (1) Participative  
(2) Delegative  
(3) Authoritarian  
(4) All of the above
66. Meso organisation behaviour is related with
- (1) Individual behaviour  
(2) Group behaviour  
(3) Organisational behaviour  
(4) None of these
67. The field of organisational behaviour examines such questions as the nature of leadership, effective team development, and
- (1) Interpersonal conflict resolution; motivation of individuals  
(2) Organisational control; conflict management  
(3) Motivation of individuals; planning  
(4) Planning; development
68. The field of organisational behaviour is primarily concerned with
- (1) The behaviour of individual and groups  
(2) How resources are effectively managed  
(3) Control processes and interactions between organisations, external context  
(4) Both (1) and (3)

[ 13 ]

P.T.O.

69. Which of the following represents 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) All of the above
70. "Might is right" is the motto of
- (1) Autocratic Model
  - (2) Custodial Model
  - (3) Supportive Mode
  - (4) Collegial Model
71. Which of the following personality characteristics are associated with people who are likely to exhibit violent behaviour on the job?
- (1) Neurotic
  - (2) Optimistic
  - (3) Extraverted
  - (4) Type A
72. Stress can affect not only your health but also other aspects of your life. What else can be affected by stress?
- (1) Family relationships
  - (2) Work performance
  - (3) Your attention to safety
  - (4) All of the given options
73. Work attitudes can be reflected in an organization through
- (1) Job satisfaction
  - (2) Organizational commitment
  - (3) Both (1) and (2)
  - (4) None of the above
74. Forces affecting organisational behaviour are
- (1) People
  - (2) Environment
  - (3) Technology
  - (4) All of the above
75. In present context, challenges for OB are
- (1) Employee expectation
  - (2) Workforce diversity
  - (3) Globalization
  - (4) All of the above