

[Duration: - 2 ½ Hours]

BI1350B22

[Marks 75]

Note: -

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Students will be allowed 15 Minutes extra time per hour.

PART B

Q.2 - Answer the Following - (Any One out of Three)

(10 M)

1. Explain the term organizational Behavior
2. What are different challenges that managers face at work today
3. Explain the term Motivation.

Q.3 - Answer the Following - (Any One out of Three)

(10 M)

1. Explain the term organizational Behavior (IQ, EQ, SQ)
2. Explain the term team building
3. Explain the concept of soft skill

Q.4 - Answer the Following - (Any One out of Three)

(10 M)

1. Define a conflict .What are the sources of conflict
2. What are different strategies for coping with stress
3. Explain the term time management

Q.5 - Answer the Following - (Any One out of Three)

(10 M)

1. Define the term Organizational Development .
2. Characteristics of organizational development
3. Explain the process of Organizational Development

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Signature of Supervisor with Date:- _____

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PART A

Q. 1 Multiple Choice Questions

(35M)

1. The purpose of job enrichment is to _____
 - a. expand the number of tasks an individual can do
 - b. increase job efficiency
 - c. increase job effectiveness
 - d. increase job satisfaction of middle management
2. According to Herzberg, which of the following is a maintenance factor?
 - a. Salary
 - b. Work itself
 - c. Responsibility
 - d. Recognition
3. Communication begins with ____
 - a. Encoding
 - b. idea origination
 - c. decoding
 - d. channel selection
4. Policies are sometimes defined as a(n)
 - a. shortcut for thinking
 - b. action plan
 - c. substitute for strategy
 - d. substitute for management authority
5. _____ is known as "the father of scientific management."
 - a. Fredrick W. Taylor
 - b. Henry Fayol
 - c. Robert Owen
 - d. John Welsh
6. Forces affecting organizational behavior are
 - a. People
 - b. Environment
 - c. Technology
 - d. Organizational, social, and environmental factors
7. In present context, challenges for OB are
 - a. Employee expectation
 - b. Workforce diversity
 - c. Globalization
 - d. Workforce diversity, globalization and employee expectation.
8. Which of the following forms the basis for the autocratic model of OB
 - a. Obedience
 - b. Authority
 - c. Power
 - d. Dependence on boss
9. "Might is right" is the motto of
 - a. Autocratic Model
 - b. Custodial Model
 - c. Supportive Mode
 - d. Collegial Model
10. OB is the study of _____ in the organization
 - a. Human
 - b. Human Behavior
 - c. Employer
 - d. Employees
11. Nowadays a lot of stress is being put on the _____ of the employee in the organization
 - a. Character
 - b. improvement
 - c. behavior
 - d. Rewards
12. OB focuses at 3 Levels-
 - a. Individuals, Organization, Society
 - b. Society, Organization, Nation
 - c. Employee, Employer, Management
 - d. Individual, Groups, Organization
13. Scope of OB does not include
 - a. Leadership
 - b. Perception
 - c. Job Design
 - d. Technology
14. Job Satisfaction have related to Absenteeism and Turnover
 - a. Positively
 - b. Negatively
 - c. directly
 - d. Elastically
15. _____ advocated that humans are essentially motivated by levels of needs
 - a. Maslow
 - b. Follet
 - c. Elton mayo
 - d. Ivon Pavlov
16. _____ is called as father of scientific management
 - a. Elton Mayo
 - b. Hendry Fayol
 - c. F.W.Taylor
 - d. Robert Owen
17. The 3 Theoretical Framework of OB are
 - a. Cognitive, Social and Technical
 - b. Cognitive, Behavioristic, Social
 - c. leadership, attribution, motivation
 - d. attribution, Perception and motivation
18. _____ focuses on how to set goals for people to reach
 - a. Equity Theory
 - b. Expectancy theory
 - c. Goal attain theory
 - d. Goal setting Theory
19. Employees with relatively weak higher- order needs are _____ concerned with variety and autonomy.

20. What is the key word in understanding organization structure?
 a. Control b. Change c. Process d. Delegation
21. Continued membership in a group will usually require
 a. supporting the group leader b. conforming to group norms c. encouraging cohesiveness in the group d. developing a status system
22. The Least used communication channel in an organization is usually
 a. upward b. downward c. diagonal d. Horizontal
23. ____ is the force of action or motivation.
 a. behavior b. Stimulus c. Perception d. Attitude
24. ____ is the behavior for a stimulus.
 a. Stimulus b. response c. Perception d. Attitude
25. Bandura identified ____ basic human capabilities as a part of SCT.
 a. 4 b.3 c.5 d.6
26. People process visual experiences into cognitive models. They help in future action is
 a. Symbolizing b. Forethought c. Observational d. Regulatory
27. Employees plan their actions is called as
 a. Symbolizing b. Forethought c. Observational d. Self-regulatory
28. OB Helps to understand behavior of human in _____.
 a. work place and Society b. work place only c. Society only department only
29. OB does Not contributed to improve
 a. Motivation b. Efficiency c. interpersonal relations d. Communication
30. Which of the following is not a contributing discipline of OB
 a. Anthropology b. Psychology c. physiology d. sociology
31. The success of each organization is depending upon the performance of
 a. employer management b. vendor c. employee d. employee
32. A satisfied employee will be a
 a. motivator to others b. manager c. High performer d. Team Leader
33. The statement "My friends are good" is an example of ____ component of attitude
 a. Behavioral b. Cognitive c. Affective positive
34. Which is not a method used for changing the attitude of Employee
 a. use of fear b. Providing new information c. Performance appraisal d. Giving Feedback
35. The ____ theory states that human mind will receive or accept only those information which it feels that it is relevant.
 a. Perception theory b. Selective Perception c. relevance Theory d. Social Theory

Answer Sheet for Multiple Choice Questions

| Q. No. | Ans. | Q. No. | Ans. | Q. No. | Ans. | Q. No. | Ans. | Q. No. | Ans. |
|--------|------|--------|------|--------|------|--------|------|--------|------|
| 1 | | 8 | | 15 | | 22 | | 29 | |
| 2 | | 9 | | 16 | | 23 | | 30 | |
| 3 | | 10 | | 17 | | 24 | | 31 | |
| 4 | | 11 | | 18 | | 25 | | 32 | |
| 5 | | 12 | | 19 | | 26 | | 33 | |
| 6 | | 13 | | 20 | | 27 | | 34 | |
| 7 | | 14 | | 21 | | 28 | | 35 | |

Marks Obtained: - _____

Signature of the Examiner: - _____