

## LL.B. (Sem.-V) Examination

IL BBA 301

Organizational Behaviour

March-2017

Time : 3 Hours]

[Max. Marks : 70

**Instructions:** (1) Figures on the right indicate marks of the question.

(2) This question paper carries 5 questions. Attempt all five.

1. A) What is Organizational Behaviour? Discuss organizational behaviour in the context of globalization. 14

**OR**

B) Define Perception. Discuss the factors influencing perception.

2. A) Define group decision making. Discuss the various techniques of group decision making. 14

**OR**

B) Discuss the five stage model of group development and its problems.

3. A) Explain Levin's 3 step change model of change. Define group. What are the different types of groups? 14

**OR**

B) How organizations can overcome resistance to change?

4. A) Write short notes on the following: 14

I. Attitude

II. Job satisfaction

III. Job involvement

IV. Organisational commitment

**OR**

B) What is personality? What factors determine personality?

( PTO )

## 5. Multiple Choice Questions (14 Marks)

1. Which of the following would not be considered an organization?
  - a. church
  - b. university
  - c. a military unit
  - d. all adults in a given community
2. Which of the following is least likely to be considered a manager?
  - a. an administrator in charge of fund-raising activities in a non-profit organization
  - b. a lieutenant leading an infantry platoon
  - c. a doctor who acts as head of the physiotherapy department at a public hospital
  - d. the mayor of a large city
  - e. an IT technician who enables communication between all of a company's employees
3. Which of a manager's primary functions requires the manager to define an organization's goals, establish an overall strategy for achieving these goals and develop a comprehensive hierarchy of plans to integrate and coordinate activities?
  - a. Controlling
  - b. planning
  - c. staffing
  - d. coordinating
  - e. leading
4. Designing an organization's structure, such as who reports to whom, defines the \_\_\_\_\_ function.
  - a. planning
  - b. leading
  - c. controlling
  - d. organizing
  - e. contemplating
5. \_\_\_\_\_ is the study of the impact that individuals, groups, and structure have on behavior within organizations.
  - a. Conceptual skills
  - b. Leadership
  - c. Human skills
  - d. Decisional roles
  - e. Organizational behavior
6. Which of the following is not a topic or concern related to OB?
  - a. turnover
  - b. leader behavior
  - c. productivity
  - d. management
  - e. family behavior
7. What are the three primary behavior determinants of organizational behavior?
  - a. profit structure, organizational
  - b. complexity, job satisfaction
  - c. individuals, profit structure, and job satisfaction
  - d. individuals, groups, and job satisfaction
  - e. groups, structure, and profit structure
  - f. individuals, groups, and structure
8. Organizational behavior is constructed from all of the following disciplines except \_\_\_\_\_.
  - a. physics
  - b. psychology
  - c. anthropology
  - d. sociology
  - e. social psychology
9. Which of the following has only recently been considered a primary dependent variable in organizational behavior?
  - a. productivity
  - b. absenteeism
  - c. turnover
  - d. job satisfaction
  - e. organizational citizenship behavior
10. Managers get things done through other people.
  - a. True
  - b. False
11. In a work environment, \_\_\_\_\_ refers to any characteristic that makes people different from one another.
  - a. biographical characteristics
  - b. deep-level diversity
  - c. workplace diversity
  - d. surface-level diversity
  - e. unfair discrimination
12. Research shows that which of the following is likely to decrease as a worker grows older?
  - a. productivity
  - b. likelihood of quitting
  - c. absenteeism
  - d. vacation days taken
  - e. work ethic
13. The emotional, or feeling component of a person's attitude is called \_\_\_\_\_.
  - a. complex understanding
  - b. the cognitive component
  - c. the affective component
  - d. a complex attitude
  - e. the behavior component
14. The belief that "violence is wrong" is an evaluative statement. Such an opinion constitutes the \_\_\_\_\_ component of an attitude.
  - a. cognitive
  - b. affective
  - c. reflective
  - d. behavioral
  - e. reactive