

Seat No. : _____

MI-103

May-2022

BBA, Sem.-V

CC-303 : Organisational Behaviour-I

Time : 2 Hours]

[Max. Marks : 50

- Instructions :**
- (1) All questions in Section – I carry equal marks.
 - (2) Attempt any **two** questions in Section – I.
 - (3) Question – **5** in Section – II is compulsory

SECTION – I

1. (A) Discuss forces affecting nature of modern organisations . 10
(B) Discuss limitations of Organisational Behaviour. 10
2. (A) Discuss types of attitudes. 10
(B) Discuss emotions. 10
3. (A) Discuss different roles. 10
(B) Discuss skills used in effective team building. 10
4. (A) Discuss different power tactics. 10
(B) Discuss three step model of change. 10

SECTION – II

5. Choose appropriate option : (any **ten**) 10
(1) At the norming stage, the team is involved in defining _____.
(A) relations (B) roles
(C) goals (D) All of the above

- (2) Work attitudes can be reflected in an organization through _____.
- (A) job satisfaction (B) organisational commitment
(C) Both (A) & (B) (D) None of the above
- (3) _____, a behavioural science discipline is most focused on understanding individual behaviour.
- (A) Sociology (B) Social Psychology
(C) Psychology (D) Anthropology
- (4) Experiments performed by Ivan Pavlov led to _____ theory.
- (A) cultural learning (B) operant conditioning
(C) classical conditioning (D) nominal group
- (5) Job Satisfaction and labour turnover are _____ related.
- (A) positively (B) neutrally
(C) negatively (D) not related directly
- (6) To deal with stress effectively, it is necessary to have a healthy _____.
- (A) relations (B) body
(C) environment (D) All of the above
- (7) _____ teams are concerned with rotating tasks and assignments amongst its members.
- (A) Self-motivated (B) Self-styled
(C) Self-managed (D) Self-concerned
- (8) Attitude is a _____.
- (A) tendency to react positively
(B) tendency to react negatively
(C) both (A) and (B)
(D) way to carry oneself in front of others in organisation
- (9) OB focuses at 3 Levels-
- (A) Individual, Organisation, Society
(B) Society, Organisation, Nation
(C) Individual, Groups, Organisation
(D) Employee, Employer, Organisation

- (10) _____ is (are) a structured variation of a small-group discussion to reach consensus.
- (A) Brainstorming (B) Group development process
(C) Nominal group technique (D) Inter-personal skills
- (11) When the power holder uses logical arguments and facts to make others to do what the power holder wants is known as _____.
- (A) ingratiation
(B) legitimate power
(C) rational persuasion
- (12) Action oriented temporary mental push/pull are known as _____.
- (A) values (B) selective perception
(C) emotions (D) perception
- (13) A worker who is going through his wife's miscarriage and is unable to complete his job responsibilities is _____.
- (A) role identity (B) role ambiguity
(C) role conflict (D) role expectation
- (14) Boundryless organisations term was coined by _____.
- (A) Lee Iacocca (B) Kurt Levin
(C) Jack Welch (D) Abraham Maslow
- (15) When the compliance with one role requirement makes difficult the compliance with another one _____ arises.
- (A) role identity (B) role ambiguity
(C) role conflict (D) role expectation
-

