

Seat No. : \_\_\_\_\_

**NC-101**

**November-2021**

**B.B.A., 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) Define Organisational Behaviour. Discuss the objectives of organisational Behaviour. **10**  
(B) Discuss any two models of organizational Behaviour. **10**
2. (A) Discuss the Biographical characteristics affecting Individual Behaviour. **10**  
(B) Explain personality attributes influencing Organizational Behaviour. **10**
3. (A) Write notes on problem-solving teams and self-managed teams. **10**  
(B) Discuss the sources and significance of status. **10**
4. (A) Draw and discuss Levin's 3-step model of change. **10**  
(B) Define organizational development. Discuss its benefits. **10**

**Section – II**

5. Do as directed (Attempt any **10**)

**10**

- (1) Organisational Behaviour is \_\_\_\_\_ in nature.
- (A) multi-disciplinary                      (B) single-disciplinary  
(C) independent                              (D) None of the above
- (2) \_\_\_\_\_ is a contributing discipline to OB.
- (A) Psychology                              (B) Sociology  
(C) Anthropology                              (D) All of the above
- (3) \_\_\_\_\_ rewards are given to employees for their extended services and tenure.
- (A) Profit                                      (B) Non-work  
(C) Service                                      (D) Real-pay adjustment
- (4) \_\_\_\_\_ is the latest or advanced model of OB.
- (A) Autocratic                              (B) System  
(C) Supportive                              (D) None of the above
- (5) \_\_\_\_\_ is a set of favourable or unfavourable feelings of an employee about their jobs.
- (A) job-satisfaction                      (B) job-involvement  
(C) values                                      (D) None of the above
- (6) \_\_\_\_\_ is a method of shaping behavior by withholding significant positive consequences.
- (A) Extinction                              (B) Punishment  
(C) Positive reinforcement              (D) None of the above

- (7) \_\_\_\_\_ is the ability to retain and recall past experiences.
- (A) Number aptitude                      (B) Memory  
(C) Verbal comprehension              (D) None of the above
- (8) \_\_\_\_\_ is an important factor affecting individual behavior.
- (A) Personal factor                      (B) Organizational system  
(C) Environmental factor              (D) All of the above
- (9) In the \_\_\_\_\_ stage of group development members contribute jointly towards achievement of common goals.
- (A) Norming                                  (B) Adjourning  
(C) Performing                              (D) Storing
- (10) \_\_\_\_\_ team is constituted by members from different areas or department.
- (A) problem-solving                      (B) cross-functional  
(C) virtual                                  (D) None of the above
- (11) \_\_\_\_\_ is the major source of conflict in modern organisations.
- (A) role-conflict                              (B) perception  
(C) expectations                              (D) None of the above
- (12) Multiple command system is a feature of \_\_\_\_\_ organization.
- (A) Virtual                                      (B) Matrix  
(C) Boundary less                              (D) None of the above

- (13) \_\_\_\_\_ power is based on a leader's charisma.
- (A) Coercive
  - (B) Reward
  - (C) Legitimate
  - (D) Referent
- (14) \_\_\_\_\_ builds support for change and reduces resistance to change.
- (A) Participation in decision making
  - (B) Sharing rewards
  - (C) Planned change
  - (D) All of the above
- (15) \_\_\_\_\_ is a popular power tactic.
- (A) Alliance
  - (B) Negotiation
  - (C) Exchange
  - (D) All of the above

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