

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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