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(3rd Semester)

COMMERCE

Paper No.: BC-302

(Organizational Behaviour)

(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) A study of the culture and practices in different societies is called

(i) personality

(ii) anthropology

(iii) perception

(iv) attitudes []

(b) The person recognized as the Father of Human Relations is

(i) William Gilbreth

(ii) Henry Fayol

(iii) F. W. Taylor

(iv) Elton Mayo []

(2)

- (c) Nowadays a lot of stress is being put on the _____ of the employee in the organization. []
- (i) character
 - (ii) improvement
 - (iii) behaviour
 - (iv) rewards
- (d) Outgoing, talkative, social are parts of []
- (i) friendly
 - (ii) openness to experience
 - (iii) introversion
 - (iv) extroversion
- (e) Experiments performed by Ivan Pavlov led to what theory? []
- (i) Classical conditioning
 - (ii) Operant conditioning
 - (iii) Social learning
 - (iv) Behaviour shaping
- (f) Beliefs, attitudes, traditions and expectations which are shared by group members is called []
- (i) group norms
 - (ii) group communication
 - (iii) group cohesiveness
 - (iv) group structure

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(3)

- (g) Organizational behaviour can also be called []
- (i) for performance appraisal
 - (ii) for change of people
 - (iii) for teaching people how to solve the problem
 - (iv) All of the above
- (h) Cultural interventions concentrate on []
- (i) traditions
 - (ii) precedents
 - (iii) practices
 - (iv) All of the above
- (i) According to which theory employees love work as play on rest? []
- (i) X theory
 - (ii) Y theory
 - (iii) Z theory
 - (iv) None of the above
- (j) The tendency of judging the person entirely on the basis of a single trait is known as []
- (i) stereotyping
 - (ii) halo effect
 - (iii) projection
 - (iv) perceptual defense

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(4)

2. State whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark : 1×5=5

(a) Organization is not an end but a means to achieve an end.

(T / F)

(b) Perception is total reaction of the individual to the total situation.

(T / F)

(c) A Likert's scale is a psychometric scale commonly used in questionnaires.

(T / F)

(d) Forces for change are a recurring feature of students' life.

(T / F)

(e) Grid training was given by Peter F. Drucker.

(T / F)

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(5)

3. Write on any *five* of the following :

2×5=10

(a) Organizational development

(b) Locus of control

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(c) Line organization

(e) Life script

(d) Halo effect

(8)

(f) Resistance to change

(9)

(g) Functional conflicts
