

**2 0 1 8**

( 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. Tick (✓) the correct answer in the brackets provided :

1×10=10

(a) The three broad categories of roles that a manager does in an organization is defined by

(i) Henry Fayol ( )

(ii) Mary Parker ( )

(iii) Henry Mintzberg ( )

(iv) Peter Drucker ( )

(b) Ivan Pavlov is associated with

(i) operant conditioning ( )

(ii) cognitive learning theory ( )

(iii) classical conditioning ( )

(iv) social learning theory ( )

( 2 )

(c) Which of the following is not a determinant of personality?

(i) Heredity ( )

(ii) Satisfaction ( )

(iii) Situation ( )

(iv) Environment ( )

(d) Domino effect means

(i) an external reason for change ( )

(ii) one change triggering off a series of related changes ( )

(iii) one change not leading to other change ( )

(iv) None of the above ( )

(e) Focus on participation and involvement of employee in managerial decision-making process is known as

(i) autocratic model ( )

(ii) custodial model ( )

(iii) supportive model ( )

(iv) collegial model ( )

(f) Organizational behaviour is concerned with the understanding, prediction and control of human behaviour in organization. This was stated by

- (i) Roman J. Aldag ( )
- (ii) Fred Luthans ( )
- (iii) Joe Kelly ( )
- (iv) Richard Cantillion ( )

(g) \_\_\_\_\_ learning refers to formation of attitudes by observing behaviour of others and consequences of that behaviour.

- (i) Vicarious ( )
- (ii) Mental set ( )
- (iii) Environment ( )
- (iv) Family and peer group ( )

(h) Interpersonal conflict means

- (i) vertical conflict ( )
- (ii) horizontal conflict ( )
- (iii) Both of the above ( )
- (iv) None of the above ( )

(i) Which is not a theory of personality?

- (i) Psychoanalytic theory ( )
- (ii) Trait theory ( )
- (iii) Self theory ( )
- (iv) Social learning theory ( )

(j) Sensitivity training concept was coined by

- (i) Blake and Mouton ( )
- (ii) Fred Luthans ( )
- (iii) Kurt Lewin ( )
- (iv) Kohler ( )

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

(a) The core existence of an organization does not comprise of human factors.

( T / F )

(b) Locus of control refers to one's belief that what happens is either within or beyond one's control.

( T / F )

(c) The terms 'opinion' and 'belief' are used closely with attitude.

( T / F )

(d) Motivation consists of incentives only.

( T / F )

(e) Organizational development is a strategy of planned change for organizational improvement.

( T / F )

( 5 )

3. Write short notes on the following : 2×5

(a) Individual behaviour

( 6 )

(b) Reinforcement

( 7 )

(c) Bureaucratic personality

(d) Attitudes



(e) Conflict

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