

Name of the Professor:	Program: BACHELOR OF COMMERCE (FINANCIAL MANAGEMENT)
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Subject:: ORGANIZATIONAL BEHAVIOUR	Paper Code: 85705

SR NO.	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	CORRECT ANSWER	UNIT
1.	One of the goals of OB is to _____	Control businesses	Manage managers	encourage employees	control behaviour	control behaviour	1
2.	_____ refers to the disagreement over the attainment of goals or the means to achieve the goals	Organizational Conflict	Organizational Behaviour	Organizational Attitude	Organizational values	Organizational Conflict	2
3.	_____ is one of the reasons why people join groups	Politics	Status	Fear	Boredom	Status	3
4.	Stress within limits is _____ in nature	Harmful	Coercive	Beneficial	Ineffective	Beneficial	4
5.	In the _____ model there is no boss & no subordinate, but all are colleagues who have to work as a team	Autocratic	Custodial	Systems	Collegial	Collegial	1
6.	_____ conflict takes place when one group such as a department, disagrees with another group	Intergroup	Interpersonal	Intrapersonal	Intense	Intergroup	2
7.	_____ groups help in establishing and maintaining norms of acceptable behaviours	Formal	Informal	Peer	Task	Informal	3
8.	_____ is a	Depression	Paralysis	Insomnia	Hypertension	Insomnia	4

	behavioural effect of stress						
9.	_____ is one of the factors that influence the perception	Motivation	Characteristics of family	Value	Characteristics of Perceiver	Characteristics of Perceiver	1
10.	_____ conflict is commonly known as "Clash of Personalities"	Emotional	Personal	Task	Role	Emotional	2
11.	In the _____ stage, the group prepares for disbanding	Storming	Adjournment	Norming	Forming	Adjournment	3
12.	Career concerns causing stress are an example of _____	Extra-Organizational Stressors	Organizational Stressors	Internal Stressors	External Stressors	Internal Stressors	4
13.	_____ is one of the functions of attitudes	Satisfaction function	Judgmental function	Behavioural function	Adjustment function	Adjustment function	1
14.	Dysfunctional conflict is also called as _____	Destructive conflict	Goal conflict	Role conflict	Functional conflict	Destructive conflict	2
15.	_____ refers to the degree to which members are attracted to each other and are motivated to stay in the group	Group size	Group Cohesiveness	Group Conformity	Group Status	Group Cohesiveness	3
16.	Discussions with employees of a problem that usually has emotional content in order to help the employee cope with it better is known as _____	Retrenchment	Induction	Counselling	Orientation	Counselling	4
17.	The first goal of OB is to _____	Employ good managers	Increase motivation	Improve groups	Describe behaviour	Describe behaviour	1
18.	Among the conflict resolving strategies, the _____ strategy believes in middle path i.e. giving something for	Compromising	Avoiding	Accommodating	Collaborating	Compromising	2

	gaining something						
19.	Groups of 10 to 15 people who take on responsibilities of their former supervisors and given authority to implement their solutions are known as _____	Problem solving teams	Self-managed teams	Virtual teams	Cross-functional teams	Self-managed teams	3
20.	_____ tends to disrupt the existing equilibrium in an organization	Policies	Rules	Change	Management	Change	4
21.	The term _____ describes a positive feeling about a job, resulting from the evaluation of its characteristics	Employment	Job Description	Job Specification	Job Satisfaction	Job Satisfaction	1
22.	_____ power that is resultant of the personality of a person	Referent	Legitimate	Expert	Coercive	Referent	2
23.	A _____ team is a geographically dispersed team	Self-managed	Virtual	Cross-functional	Problem Solving	Virtual	3
24.	_____ is one of the ways to build support for change	Fear	Attitude	Shared rewards	Enforcement	Shared rewards	4
25.	Among the conflict resolving strategies, _____ strategy is also known as "Problem Solving" strategy as it truly tries to resolve the conflict	Confronting/Collaborating	Avoiding	Accommodating	Compromising	Confronting/Collaborating	2
26.	All the unique traits & patterns of adjustment of the individual are known as	Personality	Responsibility	Creativity	Authority	Personality	1

27.	Organizational _____ is the systematic process by which an organization brings a new employee into its culture	Socialization	Development	Behaviour	Structure	Development	1
28.	The stage which relates to development of decision making abilities, interpersonal and technical competencies is known as:	Storming	Norming	Forming	Worming	Norming	2
29.	Organizational objectives can be achieved by	Group work	Division of labour	Hierarchy of authority	Individual work	Group work	2
30.	“----- are social inventions for accomplishing goals through group efforts”	Management	Organization	Leadership	Behaviour	Management	2
31.	_____ are individuals who get things done through other people	Leaders	Managers	Psychologists	Organizational staff	Managers	3
32.	An interdisciplinary field, dedicated to the study of how individuals and groups tend to act in organizations, is called:	Sociology	Cultural anthropology	Psychology	Organizational behaviour	Organizational behaviour	1
33.	Organizational behaviour incorporates two distinct features which are:	Interdisciplinary & scientific	Interdisciplinary & explanatory	Explanatory & systematic	Interdisciplinary & systematic	Interdisciplinary & scientific	1
34.	People and environmental factors introduce which of the following to the process of management?	Complexity & uncertainty	Conflict & uncertainty	Resistance & unpredictability	Complexity & unpredictability	Complexity & uncertainty	2
35.	The critical tradition to studying organizations does NOT require which of the	Embedded	Socially transforming	Multipurpose	Reflexive	Multipurpose	3

	following to be included						
36.	Which of the following is NOT one of the levels, within Maslow's theory of motivation?	Society needs	Physiological needs	Self-actualization needs	Esteem needs	Society needs	2
37.	The distinguishing personal characteristics of a leader are known as:	Traits	Sources of power	Leadership styles	Personal preferences	Traits	4
38.	Leader who tends to change the entire organisation for the benefit of all its people	Trait leader	Democratic leader	Autocratic leader	Transformational leader	Transformational leader	4
39.	The confusion that exists, in the minds of people, as to what their roles are at any particular time.	Role confusion	Role incompatibility	Role ambiguity	Role conflict	Role ambiguity	2
40.	A team made up of representatives from the sales, order-processing, invoicing, inventory control, and logistics departments would be an example of:	A team in the norming stage of development	A self-managing team	A cross-functional team	A virtual team	A cross-functional team	3
41.	The following styles, of conflict management, results in one party to the dispute subjugating themselves to the wishes of the other	Collaborating	Avoiding	Accommodating	Compromising	Accommodating	2
42.	_____ developed a three stage model of how successful organizational change efforts can be implemented	Kurt Lewin	Gordon Allport	Henry Fayol	Phil Crosby	Kurt Lewin	4

43.	_____ is the tendency of people to perceive what they expect to perceive	Selective perception	Selective acceptance	Selective rejection	Selective cognizance	Selective perception	1
44.	_____ is the study of societies to learn about human beings & their activities	Sociology	Anthropology	Psychology	Physiology	Anthropology	1
45.	In the _____ model of OB, the boss is like the dictator – he knows best and no worker is allowed to think	Autocratic	Systematic	Collegial	Supportive	Autocratic	1
46.	_____ resistance to change is a product of a challenge to group interests, norms & values	Psychological	Logical	Sociological	Extraordinary	Sociological	4
47.	Organizations typically show a _____ in effectiveness in the period that follows change	Growth	Stagnancy	Slowdown	Decline	Decline	4
48.	Considerable managerial skills & hard work are needed to develop _____	Effective teams	Friendship groups	Good employees	Blue-collared employees	Effective teams	2
49.	The tendency to engage in political behaviour is an _____	Internal & external	Vertical & horizontal	Individual & organizational	Inwardly & outwardly	Individual & organizational	3

	outcome of both _____ & _____ factors						
50.	_____ need in maslow's theory of needs includes drive to become what we are capable of becoming, includes growth, achieving our potential & self-fulfilment	Esteem	Self-actualization	Safety	Security	Self-actualization	2