

**COURSE: B.COM (P)**

**SEMESTER: VI**

**PAPER: ORGANIZATIONAL BEHAVIOUR**

INTERNAL TEST

TIME LIMIT: 50 minutes

TOTAL MARKS- 30

Note: Attempt all Questions.

Q1. (a) Briefly explain the theories of learning -Classical Conditioning, Operant Conditioning, Cognitive process and Social behaviour.

(b) Explain Job Related attitudes and behaviour

Q2. (a) Explain the process of Communication

(b) Explain the concept of Johari Window with Diagram

Q3. (a) What are the different types of Conflict people have to face in organization? Explain

(b) What is the difference between Transactional and Transformational leadership?

ASSIGNMENT

**Q.1.** 'Organisation behaviour is concerned with the understanding, prediction and management of human behaviour in organisations'. Explain.

**Q.2.** How would a manager change the attitudes of his employees?

**Q.3.** Why are values important in organisational behaviour?

**Q.4.** Briefly explain the ego states and various types of transactions between two persons with the help of diagrams.

**Q.5.** How would you analyse the various life positions in T.A.?

**Q.6.** What are the consequences of functional conflict?

## MULTIPLE CHOICE QUESTIONS

**1. Which of the following academic discipline is not relevant for organization behaviour?**

i. Anthropology

**ii. Biology**

iii. Psychology

iv. Sociology

**2. In which of the following model the management orientation is towards power?**

I) Custodial

**II) Autocratic**

III) Supportive

IV) Collegial

**3. Which of the following factor is not related to Biological factors relevant for determination of Personality**

1. Heredity.

2. Physical Features

3. Brain

**4. Attitudes**

**4. Which one of the following trait is not included in big five personality traits**

1. Agreeableness

2. Emotional Stability

**3. Grit**

4. Openness

**5. Which one of the following is not included in the process of Perception**

1. Perceptual inputs.

**2. Perceptual Mechanism .**

3. Perceptual output
- 4 Perceptual Distortions.

**6. Which of the following uses Model Learning?**

1. Classical Conditioning
2. Operant Conditioning
- 3. Social Learning theory**
4. Cognitive Learning theory

**7. Which one of the following is not a type of reinforcement?**

1. Primary.
2. Positive
3. Intrinsic
- 4. Neutral.**

**8. Which one of the following is not a positive attitude?**

1. People remain determined in their tasks.
2. They are most reliable.
3. They have tolerance
- 4. They always doubt about credibility of others.**

**9. According to Milton, which one of the following is an instrumental value?**

1. Prosperous life.
2. Free from conflict.
3. Self-Respect

**4 Ambitious.**

**10 According to Two Factor theory which one of the following is Motivation factor**

- 1) **Work itself**
- 2) Job Security
- 3) Company policy
- 4) Interpersonal relations

**.11. Victor Vroom has given one of the following concept in motivation**

- 1) Equity
- 2) **Instrumentality**
- 3) Parity
- 4) Carrot and Stick

**12. According to Fiedler's contingency model, which one of the following is not is not a contextual variable?**

- 1). Leader member relation
- 2) Task Structure
- 3) Position Power
- 4) Planning System

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**13. "Open to self" and "Open to everyone" are given by which theory?**

1. Transactional analysis
- 2 Maslow's Need hierarchy theory

### **3. Johari Window**

4. Contingency model

**14. Which type of Leadership is related to inspirational approach to leadership?**

**1) Transformational leadership**

2) Transactional leadership

3) Democratic Leadership

4) Informal leadership

**15. Which one of the following is not an element of Communication Process?**

1) Encoding

2) Channel

3) Receiver

**4) Measurement**

**16 Grapevine is a type of**

**1) Informal communication**

2) Formal Communication

3) Written Communication

**4) Pictorial Communication.**

**17 In which type of barriers does premature evaluation fall?**

1) Semantic Barriers

**2) Psychological Barriers**

3) Organizational barriers

**4) Personal barriers**

**18) Which one of the following is not a method of conflict resolution?**

1) Avoiding

2) Accommodating

3) Compromising

**4) Inspiring.**

**19) According to Two Factor theory which one of the following is Maintenance factor**

1) Achievement

2) Recognition

**3) Working Conditions**

4) Responsibility

**20. Theory X is propounded by?**

1) Maslow

**2) McGregor**

3) Herzberg

**4) Fiedler**