

Total No. of Questions : 3]

SEAT No. :

P1856

[Total No. of Pages : 2

[6033]-307

S.Y.B.B.A

**305 C HRM : ORGANISATIONAL BEHAVIOUR (OB)
(2019 Pattern) (CBCS) (Semester -III)**

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Compulsory question : (Objective Type Questions) [10]

A) Multiple Choice Questions [5]

- a) Custodian model is based on the concept of _____.
 - i) Economic security for employees
 - ii) Leadership
 - iii) Support
 - iv) Authority
- b) Abraham Maslow's theory is based on human _____.
 - i) Needs
 - ii) Opportunities
 - iii) Feelings
 - iv) Criticism
- c) What is 'S' in S- O - B - C model of human behaviour?
 - i) Stimulus
 - ii) Situation
 - iii) Social
 - iv) Structure
- d) Which one is not a disciplines of Organisational behaviour _____.
 - i) Psychology
 - ii) Sociology
 - iii) Anthropology
 - iv) Geology
- e) Which of the three stages make up Lewin's change model?
 - i) Unfreezing, implementing, refreezing
 - ii) Unfreezing, changing, refreezing
 - iii) Defrosting, implementing, cementing
 - iv) Defrosting, changing, refreezing

P.T.O.

- B) Match the Pairs. [5]
- | Group A
(management style) | Group B
(Description) |
|-------------------------------|--|
| a) Country Club | i) Leaders have a high concern for both people and production |
| b) Impoverished | ii) Leaders have a low concern for both people and production |
| c) Task | iii) Leaders have a high concern for production but a low concern for people |
| d) Middle - of - the - Road | iv) Leaders have a high concern for people but a low concern for production |
| e) Team Management Style | v) Leaders strike a balance between concern for people and production |

- Q2) Long answer questions (Any two) [2×10=20]**
- Define Personality and explain the determinants of personality.
 - Explain Maslow's Need Hierarchy Theory.
 - Why are groups formed ? Explain the stages of Group development.
 - Define Change. Explain the different forces for change in an organization.

- Q3) Write short notes on (any four): [4×5=20]**
- McGregor's Theory X & Theory Y.
 - Key Elements of OB.
 - Modern View of Conflict.
 - Frustration Model of Conflict.
 - Type A and B Type personality.
 - Causes for individual resistance to change.



Total No. of Questions : 3]

SEAT No. :

P2075

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[5802] - 307

S.Y. B.B.A. (Semester - III)

C - 305 : ORGANIZATIONAL BEHAVIOUR

(2019 Pattern)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates :

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) A) Choose the correct option (Any 4) : [4]

- i) Which personality dimension is measured in both the MBTI and Big five model
 - a) emotional stability
 - b) conscientiousness
 - c) agreeableness
 - d) extroversion
- ii) According to Reteach, _____ values refer to desirable end-states of existence.
 - a) Instrumental
 - b) Aesthetic
 - c) Theoretical
 - d) Terminal
- iii) Find the odd one out in relation to O.B.
 - a) Psychology
 - b) Sociology
 - c) Anthropology
 - d) Philosophy
- iv) In Maslow's hierarchy of needs, _____ needs include security and protection from physical and emotional norm.
 - a) esteem
 - b) physiological
 - c) safety
 - d) self actualization
- v) Which of the following is NOT a characteristic of an organizations culture:
 - a) Outcome orientation
 - b) Assertiveness
 - c) Innovation and risk taking
 - d) Attention to detail

P.T.O.

B) Match the following match the phases of group development into sequence. [4]

- | | |
|------------|---------------|
| i) First | a) Norming |
| ii) Second | b) Storming |
| iii) Third | c) Performing |
| iv) Fourth | d) Forming |

C) True or False (any 4 out of 5) [4]

- i) OB focuses on three levels - individual, group and organization.
- ii) Change agent describes a person who acts as a catalyst and assumes the responsibility for overseeing the change process.
- iii) Metamorphosis is a dimension of the Big Five model.
- iv) Physiological and safety needs are higher order needs.
- v) Self actualization is a drive to become what one is capable of becoming.

Q2) Short Answer (Attempt Any 2 out of 4) [14]

- a) Leadership styles
- b) Group cohesiveness
- c) Individual resistance to change
- d) Frustration model of conflict

Q3) Long Answer (Attempt Any 2 out of 4) [24]

- a) Explain the models of OB?
- b) Explain the Need Hierarchy Theory of Motivation.
- c) Define Leadership. Explain in detail different leadership styles.
- d) Explain the sources of individual and organizational resistance to change.



Total No. of Questions : 4]

SEAT No. :

P-5953

[Total No. of Pages : 2

[6143]-307

S.Y. B.B.A. (HRM)

305C : ORGANIZATIONAL BEHAVIOUR

(2019 Pattern) (Semester - III) (CBCS)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All Questions are compulsory.
- 2) Figures to the right indicate full marks.

Q1) Compulsory Question: (Objective Type Questions) [10]

A) Multiple Choice Questions. [5]

- i) Which of the following is an example of an *intrinsic reward*?
 - a) salary
 - b) bonus
 - c) interesting work
 - d) promotion
- ii) A Theory X manager would assume employees would _____.
 - a) like work
 - b) seek responsibility
 - c) need to be controlled
 - d) exercise self direction
- iii) Which of the following is a method of managing conflict?
 - a) supporting
 - b) cohesiveness
 - c) autonomy
 - d) compromising
- iv) In Maslow's hierarchy of needs _____, needs include security and protection from physical and emotional harm.
 - a) self-actualization
 - b) esteem
 - c) physiological
 - d) safety
- v) Physiological and safety needs are _____ needs.
 - a) higher-order
 - b) lower-order
 - c) lateral
 - d) equity

P.T.O.

B) Match the pairs : [5]

<u>Group A</u>	<u>Group B</u>
i) Hygiene factors	a) salary
ii) Theory X	b) assumes employees are self-motivated and enjoy work
iii) Maslows Need hierarchy	c) recognition
iv) Motivators	d) assumes employees dislike work and require strict control
v) Theory Y	e) physiological needs

Q2) Long answer questions (Any two) : [2 × 10 = 20]

- a) Define Organizational Behavior and explain any four models of OB.
- b) Explain the sources of individual and organizational resistance to change.
- c) What is Organizational Culture? Explain its formation in detail.
- d) Define conflict? Explain the different approaches to conflict management.

Q3) Write short notes on (any four) : [5 × 4 = 20]

- a) Group cohesiveness
- b) Disciplines contributing to OB
- c) Types of groups
- d) Big Five Model of personality
- e) Leadership styles
- f) Stages of group development



Total No. of Questions : 3]

SEAT No. :

PA-1908

[Total No. of Pages : 3

[5953]-307

S.Y. B.B.A.

C-305: ORGANIZATIONAL BEHAVIOUR

(2019 Pattern) (Semester - III) (CBCS)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.

Q1) A) Multiple Choice Questions (Attempt any 4 out of 5) :

[4]

- a) Which one is not a model of OB.
 - i) Autocratic
 - ii) Custodial
 - iii) Supportive
 - iv) Contingency

- b) Instrumental values does not include this :
 - i) Ambition
 - ii) Freedom
 - iii) Honesty
 - iv) Courage

- c) Theory 'X' and Theory 'Y' was introduced by
 - i) Herzberg
 - ii) Maslow
 - iii) Mc Gregor
 - iv) Vroom

P.T.O.

d) What is 'S' in S-O-B-C model of human behaviour?

- i) Stimulus
- ii) Situation
- iii) Social
- iv) Structure

e) According to modern view, conflict is _____.

- i) avoidable
- ii) inevitable
- iii) generated
- iv) participative

B) Match the pair :

[4]

- | | |
|------------------------|--|
| 1) Anticipatory change | a) changes made in response to unexpected situations |
| 2) Reactive change | b) altering the overall shape and direction of the organization |
| 3) Incremental change | c) planned change based on expected situations |
| 4) Strategic change | d) subsystem adjustments required to keep the organization on course |

C) True or False (any 4 out of 5) :

[4]

- a) Organizational culture is a set of beliefs, assumptions and values.
- b) The basis of Autocratic model is power with a managerial orientation of authority.
- c) Change is the alteration of status quo.
- d) Accommodating, competing and avoiding are the styles of conflict management.
- e) Groups created to accomplish the goals of organization are known as informal groups.

Q2) Short answers (Attempt any 2 out of 4) : **[14]**

- a) Personal factors influencing individual behaviour.
- b) Types of change.
- c) Formation of Attitude.
- d) Managerial Grid.
- e) Traditional Vs. Modern views of conflict.

Q3) Long answers (Attempt any 2 out of 4) : **[24]**

- a) Define personality and elaborate on key determinants of personality.
- b) Explain two factor theory of Motivation.
- c) Why do people join groups and explain the stages in group development.
- d) Define organizational culture and explain the process of formation of culture.

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