

**PARUL UNIVERSITY**  
**FACULTY OF ARTS**  
**B. Arts Winter 2019–20 Examination**

Semester: - 6

Subject Code: - 15105351

Subject Name: - Organizational behavior

Date: 06/12/2019

Time: 10:30 am to 01:00 pm

Total Marks: 60

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Do As Directed.****Marks  
(08)**

- 1 \_\_\_\_\_ is the name given to a philosophy and set of methods and techniques that stressed the scientific study and organization of work at the operational level.  
 (A) Scientific Management (B) Human Relations Model  
 (C) Two factor theory (D) Achievement Motivation Theory
- 2 Rearrange the Steps of Maslow's Need Hierarchy Theory  
 A. Self - Actualization Needs  
 B. Physiological Needs  
 C. Belongingness and Love Needs  
 D. Self - Esteem Needs  
 E. Safety Needs  
 (A) ABCDE (B) ADCBE  
 (C) DCBEA (D) ADCEB
- 3 The Two Factor Theory is Based on Which Factors?  
 (A) Hygiene and Behavioral (B) Safety and Self – Esteem  
 (C) Self - Actualization and Status (D) None of the Above  
 Quotient
- 4 What does "E", "R" and "G" stand for in the ERG Theory?  
 (A) Export, Risk and Guarantee (B) Exponential, Reliability and Growth  
 (C) Existence, Relatedness and Growth (D) None of the above
- 5 The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand  
 (A) The human factor (B) Employee attitudes  
 (C) The workers social situations (D) All of the above
- 6 The \_\_\_\_\_ leadership style is an expression of the leader's trust in the abilities of his subordinates  
 (A) Participative (B) Delegative  
 (C) Authoritarian (D) All of the above
- 7 Work attitudes can be reflected in an organization through  
 (A) Job satisfaction (B) Organizational commitment  
 (C) Both 'A' and 'B' (D) None of the above
- 8 The model(s) of Organizational Behaviors is (are)  
 (A) Autocratic (B) Custodial  
 (C) Supportive (D) All of the above
- 9 At the Norming Stage, the team is involved in defining .....  
 (A) Goals (B) Roles  
 (C) Relations (D) All of the above
- 10 All the unique traits and patterns of adjustment of the individual is known as  
 (A) Personality (B) Responsibility  
 (C) Creativity (D) Authority
- 11 The group \_\_\_\_\_ are more important to the group members than any financial incentive  
 (A) Norms (B) Values  
 (C) Both 'A' and 'B' (D) None of the Above

- 12 So as to cope with stress effectively, it is necessary to have a healthy .....
- (A) Environment (B) Body  
(C) Relations (D) All of the above
- 13 Organizational Development process is cyclical and ends, when
- (A) Desired development result is obtained (B) Plan is implemented  
(C) Data is gathered (D) Problem is identified
- 14 People in the organization should be treated as
- (A) Important resource (B) Natural resource  
(C) Working capital (D) All of the above
- 15 What are characteristics of a programmed decision?
- (A) Complex and risky (B) Uncertain and non-routine  
(C) Low risk and certain (D) Routine and non-complex
- 16 What is intuitive decision making based on
- (A) Guesswork (B) Gambling  
(C) Instinct (D) Rationality
- B. Terms / Short Notes / Case Study / Charts / Graphs/ Tables, etc. (Each of 01 mark) (07)**
- 1 Define Conflict?
- 2 Define Self-Esteem?
- 3 Define Organization Development?
- 4 Define Stress?
- 5 Define Communication?
- 6 Define Personality?
- 7 Define Organizational Behavior?
- Q.2 Answer the Following.**
- 1 Describe in Detail Johari Window? (04)
- 2 Explain the Cross Cultural Communication? (04)
- 3 Explain in Detail Intrapersonal Conflict in Organization? (04)
- OR**
- 3 Discuss the Basic Motivation Process? (04)
- Q.3 Answer the Following.**
- 1 Discuss Five Major Reasons for the Emergence of Diversity at Workplace? (05)
- 2 Discuss Maslow's Theory of Motivation? (05)
- 3 Short Note on Historical Contribution of Taylor? (05)
- OR**
- 3 Organization Coping Strategies in Context of Stress Management? (05)
- Q.4 Answer the Following.**
- 1 Describe Organizational Approaches to Manage Diversity? (06)
- 2 Elaborate Big Five Personality Traits? (06)
- 3 Discuss the Skills in Change Management? (06)
- OR**
- 3 Discuss in Details Decision Making Style? (06)