



DAA-001-006401 Seat No. _____

M. L. W. (Sem. IV) (CBCS) Examination

April / May – 2015

**Organizational Behavior &
Organizational Development**

Faculty Code : 001

Subject Code : 006401

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

1 Write M.C.Q. 20

1. _____ involves talking with a person in a way that helps a person solve a problem or helps to create conditions that will cause the person to understand or improve his behavior.

- (A) Personality (B) Perception
(C) Attitude (D) None of them

2. _____ is a body of learned behavior, a collection of beliefs habits and traditions shared by a group of people and successively learned by people who enter society.

- (A) Conflict (B) Culture
(C) Both of them (D) None of them

3. _____ is understanding, predicting and controlling human behavior at work.

- (A) Organizational development
(B) Organizational behavior
(C) Both
(D) None of them

4. _____ includes all those processes by which an individual receives information about his environment seeing-hearing feeling and smelling.
- (A) Perception (B) Bargaining
(C) Emotions (D) Attitude
5. Give the full form of WTO ?
- (A) World Trade Organization
(B) World Technology Organization
(C) World Team Oriented
(D) None of them
6. The focus of _____ is on job related attitude of employees.
- (A) Organization behavior
(B) Job security
(C) Job context
(D) None of them
7. _____ is the selection based on certain criteria from two or more alternatives.
- (A) Decision making (B) Description
(C) Empowering (D) None of them
8. _____ is the process of increasing the capacity of individuals or groups to make choices and to transform those choices into desired actions and outcomes.
- (A) Empowerment
(B) Innovation
(C) Organization culture
(D) None of them

9. _____ is a form of meeting between two parties :- our party and other party.
- (A) Negotiation (B) Communication
(C) Bargaining (D) None of them
10. The concept of _____ being an outcome of behavior is an integral part of human life.
- (A) Conflict
(B) Decision making
(C) Collective bargaining
(D) None of them
11. _____ is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from normal functioning.
- (A) Stress
(B) Conflict management
(C) Negotiation
(D) None of them
12. _____ is needed by any organization that wants to be a dynamic and growth oriented or to succeed in fast changing environment.
- (A) HRD (B) Social security
(C) Both (D) None of them

13. _____ can be defined as cumulative ways of thinking and behaving which the values, attitudes, rituals and sanctions in an organization shape.
- (A) Organization culture
 - (B) Socialization
 - (C) Stress management
 - (D) None
14. _____ is unhealthy and negative stress response.
- (A) Distress
 - (B) Fatigue
 - (C) Both
 - (D) None of them
15. _____ helps the employee to obtain professional advice regarding career paths that would help individual to achieve personal goals.
- (A) Career counseling
 - (B) Training
 - (C) Stress management
 - (D) None of them
16. _____ is very important segment of the human society.
- (A) Leadership
 - (B) Personality
 - (C) Attitude
 - (D) Conflict
17. Employee job satisfaction definitely improved as a result of the _____.
- (A) Conflict
 - (B) Attitude
 - (C) Personality
 - (D) Counseling

18. _____ is the processes by which organisms interpret organize sensation to produce a meaningful experience of the world.
- (A) Personality (B) Perception
- (C) Attitude (D) None of them
19. _____ is a new term which means a conceptual organization wide effort to increase an organizational effectiveness and viability.
- (A) Organizational development
- (B) Organizational culture
- (C) Counseling
- (D) Organizational Structure
20. The _____ represents the classification of activities within the enterprise, indicates who reports to whom and explains the vertical journal of communication which connects the chief executive to the ordinary workers.
- (A) Informal Organization
- (B) Formal Organization
- (C) Both
- (D) None of them

- 2** Write an answer essay type of Question : (Any One) **10**
1. Describe the meaning, definition, concept and nature of Organizational behavior.
 2. Explain the meaning of stress and discuss on stress management.
- 3** Attempt the following Question : (Any Four) **20**
1. Discuss about decision making empowerment.
 2. Describe HRD approaches concern with organizational change.
 3. Discuss about the personality, attitude and perception.
 4. Discuss on organizational culture.
 5. Discuss about the concept of motivation.
- 4** Attempt the following Question : (Any Five) **10**
1. Discuss on conflict and negotiation.
 2. Discuss on team building and inter-personal communication in detail.
 3. Discuss on formal organization.
 4. Discuss about intervention strategies concern with HRD.
 5. Discuss one case study regarding organizational behavior.
 6. Discuss on organizational structure.

5 Attempt the following Question in one or two lines : **10**
(Any Ten)

1. What is organizational behavior ?
 2. What is conflict ?
 3. Give the definition of personality.
 4. What is motivation ?
 5. What is attitude ?
 6. What is CSR ?
 7. What is Empowerment ?
 8. Give a definition of counseling.
 9. Give the definition of HR.D.
 10. What is negotiation ?
 11. What is stress ?
 12. What is organization ?
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