



UNIVERSITY OF THE PUNJAB
B.S. 4 Years Program / Sixth Semester – 2019

Roll No. in Fig.

Roll No. in Words.

Paper: Organizational Behavior

Course Code: COMM-310 Part – I (Compulsory)

Time: 15 Min. Marks: 10

Signature of Supdt.:

ATTEMPT THIS PAPER ON THIS QUESTION SHEET ONLY.

Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

Q.1. Encircle the correct choice.

(1x10=10)

1. _____ is the sum total of ways in which an individual reacts to and interacts with others.
a) Moods
b) Values
c) Personality
d) Attitudes
2. Through the _____ function, managers monitor the performance of the organization and significant deviations.
a) Organizing
b) Planning
c) Leading
d) Controlling
3. Perception is the process by which people _____ information.
a) Generate
b) Retrieve
c) Transmit
d) Verify
4. _____ is the degree to which a person psychologically identifies with his or her job.
a) Job commitment
b) Job overload
c) Organizational citizenship
d) Job involvement
5. An individual who is able to adjust his/her behavior to external factors is a high _____.
a) Machiavellianism
b) Emotional Maturity
c) Type A
d) Self-monitor
6. _____ theory argues that behavior is a function of its consequences.
a) Equity
b) Reinforcement
c) Goal-setting
d) Expectancy
7. Which is considered the most important trait of effective leaders?
a) Agreeableness
b) Extraversion
c) Emotional Stability
d) Openness to experience
8. A _____ has developed the capacity to adapt and change.
a) Learning organization
b) Virtual organization
c) Matrix structure
d) Simple structure
9. Which of the following is an individual level strategy for dealing with stress?
a) Improving time management skills
b) Engaging in physical exercise
c) Learning relaxation techniques
d) All of the above
10. When employees are dissatisfied, they may respond with _____, actively and constructively attempting to improve conditions.
a) Exit
b) Voice
c) Loyalty
d) Neglect



ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q-2 Answer the following short questions: (10x2=20)

1. What are three management skills?
2. Define general mental ability.
3. Differentiate between terminal values and instrumental values.
4. Define self-efficacy
5. What is meant by heredity?
6. Define work force diversity.
7. What are key characteristics of OB as a scientific discipline?
8. What is meant by hygiene factor in two factor theory?
9. Name early theories of motivation.
10. Explain how does 360 evaluation work as a performance appraisal approach?

Long Questions: (3x10=30)

- Q-3 What is meant by attitude? Give names of major job attitudes and explain job satisfaction as an attitude at workplace.
- Q-4 Briefly explain Big Five personality traits.
- Q-5 Define stress. Give detail of individual and organizational strategies of managing stress.