



UNIVERSITY OF THE PUNJAB

Third Semester – 2019

Examination: B.S. 4 Years Program

Roll No. in Fig.

Roll No. in Words.

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/21434 Part-I (Compulsory)

MAX. TIME: 15 Min.
MAX. MARKS: 10

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Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. 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 right answer, cutting and overwriting is not allowed. (1x10=10)

1. Individuals who gets things done by others?
 1. Leaders
 2. Psychologists
 3. Organizations
 4. Managers
2. Successful managers and entrepreneurs recognize that:
 1. Technical knowledge is all that is needed for success.
 2. Interpersonal skills are not important.
 3. Technical skills are necessary, but insufficient, for succeeding in management.
 4. An understanding of human behavior does not impact effectiveness
3. Behavior is generally _____ and the _____ of behavior is a means to making reasonably accurate predictions.
 1. Predetermined; observation
 2. Predictable; systematic study
 3. Controllable; theoretical application
4. Which one of the following statements about Maslow's hierarchy of needs theory is not true?
 1. The five levels of needs are arranged in hierarchical order.
 2. Physiological needs are the lowest level.
 3. The lower order need must be fully satisfied before the next higher need becomes potent.
 4. The need hierarchy concept has not been well supported by research.
5. An individual's belief that he or she is capable of performing a task.
 1. Self-efficacy
 2. Encouragement
 3. Overt behavior
6. One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. This shortcut is known as:
 1. Selective perception
 2. Contrast effects
 3. Halo effect
 4. Prejudice
7. Field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations.
 1. Organizational behavior
 2. Psychology
 3. Sociology
8. Which of the following best reflects the "melting pot" assumption?
 1. Managers should be active
 2. Diversity should be embraced
 3. Diversity will contribute positively
9. What does OB stand for?
 1. Organizational behavior
 2. Organizing behavior
 3. Organized business
10. What is the core underlying discipline that forms organizational behavior?
 1. Psychology
 2. Organizational Behavior
 3. Sociology



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PAPER: Organizational Behavior and HRD

Course Code: SOC-203/21434 Part – II

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Define the following.

(5x4=20)

1. Communication
2. Management
3. Conflict
4. Career
5. Performance

Q.3. Long Questions.

(3x10=30)

1. Elaborate the difference between functional conflict and dysfunctional conflict? Also explain conflict resolving strategies?
2. Write a note on training and development of employees in formal organizations?
3. What are the structural problems faced by the organizations in Pakistan?