

Name:  
Enrolment No:



**UNIVERSITY OF PETROLEUM & ENERGY STUDIES**  
**End Semester Examination – Dec- 2021**

**Program: BBA ABD & GE**  
**Subject: Organizational Behavior**  
**Course Code: HRES2001**

**Semester: I**  
**Max. Marks: 100**  
**Duration: 3 Hours**

**SECTION- A**

**Each Question will carry 2 Marks**

S.No.	Question	
Q 1	It is a relative permanent change in behavior or mental state based on experience called  a. development b. learning c. education d. training	<b>CO1</b>
Q 2	Classical condition theory of learning is given by  a. Peter Ducker b. Ivan Pavlov c. Henry Fayol d. Edwin B. Flippo	<b>CO1</b>
Q 3	Since these strikes are organized on a mass basis, they create a huge impact and often put a lot of pressure on the employers.  a. Gherao b. General strikes c. Picketing d. Wild Cat strikes	<b>CO1</b>
Q 4	Employees report for duty but do not work.  a. Gherao b. Pen Down c. Picketing d. Wild Cat strikes	<b>CO1</b>

Q 5	<p>When employees take leave is to bring the work to a halt in order to achieve their demands.</p> <ul style="list-style-type: none"> <li>a. Gherao</li> <li>b. Mass/sick leave strikes</li> <li>c. Picketing</li> <li>d. Wild Cat strikes</li> </ul>	<b>CO1</b>
Q 6	<p>Manipulation of appraisal rating on basis of 'age' is an example of</p> <ul style="list-style-type: none"> <li>a. lenient/strict tendency</li> <li>b. bias</li> <li>c. central tendency</li> <li>d. different tendencies</li> </ul>	<b>CO1</b>
Q 7	<p>We both win situation comes under?</p> <ul style="list-style-type: none"> <li>a. Competition</li> <li>b. Collaborate</li> <li>c. Accommodate</li> <li>d. Compromise</li> </ul>	
Q 8	<p>Feature(s) of Maslow's need hierarchy theory is (are):</p> <ul style="list-style-type: none"> <li>a. Theory of human motives</li> <li>b. Classifies basic human needs in a hierarchy</li> <li>c. Theory of human motivation</li> <li>d. All of the above</li> </ul>	<b>CO1</b>
Q 9	<p>Force field analysis model is given by</p> <ul style="list-style-type: none"> <li>a. Kurt Lewin</li> <li>b. Henry Fayol</li> <li>c. F. W. Taylor</li> <li>d. Peter Ducker</li> </ul>	<b>CO1</b>
Q 10	<p>_____ is widely used for human relations and leadership training</p> <ul style="list-style-type: none"> <li>a. Business games</li> <li>b. Role play</li> <li>c. Simulation</li> <li>d. Case study method</li> </ul>	<b>CO1</b>

## SECTION- B

**Each Question will carry 5 Marks**

Q.1	“Motivation is the core of management.” Comment.	<b>CO2</b>
Q.2	Distinguish between ‘Dispute’ and ‘Strikes.’	<b>CO2</b>
Q.3	Distinguish between perception and personality	<b>CO2</b>
Q.4	Define force-field analysis.	<b>CO2</b>

## SECTION- C

**Each Question will carry 10 Marks**

**Attempt any 3 out of 4**

Q.1	“Change does not occur in a vacuum. There are a number of factors operating both within and outside the organization which causes the change take place.” Discuss the relevance of this statement in the light of the forces impacting the organization.	<b>CO3</b>
Q.2	Discuss selective perception and any experience you have with it. How does perception affect the decision-making process?	<b>CO3</b>
Q.3	Discuss the Pavlov classical conditioning theory. What are examples of classical conditioning in everyday life?	<b>CO3</b>
Q.4	Not all conflict is bad. In fact, managers may prefer some conflict. Why?	<b>CO3</b>

## SECTION- D

**Each Question will carry 15 Marks**

	<p>Julia just finished a certification appointment for Maria, a participant who has cerebral palsy. Maria has some difficulty speaking and uses a wheelchair for mobility. As they head toward the door, Maria says something to Julia. Julia replies, “I’m sorry, I didn’t understand what you said.” Maria repeats her comment. Julia looks confused and says, “One more time please?” Maria repeats her comment in a louder voice. Looking a bit flustered, Julia says, “Okay, well, maybe we can talk about that next time.” Julia reaches for the door and says, “Let me get that for you.” Maria, at the same moment, angrily pushes the button for the automatic door and rolls away. Julia walks back to her office feeling embarrassed and that she is no good at working with disabled participants.</p> <p>a) What could Julia have done differently to avoid or minimize this conflict? What could Julia learn from this experience? (Hint – try using a Creative Response)?</p> <p>b) Write the dialogue for the next time Julia sees Maria at the clinic.</p>	<b>CO3</b>
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