



UNIVERSITY OF THE PUNJAB

Roll No.

Third Semester 2017
Examination: B.S. 4 Years Programme

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/21434

TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

OBJECTIVE PORTION

Note: Attempt all questions

Part I: Objective Portion

Marks: 10

Q- Define the following

- i- Organization
- ii- Organizational Behaviour
- iii- Figurehead role
- iv- Trait theory leadership
- v- Total Quality Management (TQM)
- vi- Downsizing
- vii- Rational Decision making
- viii- Legitimate power
- ix- Nonverbal Communication
- x- Only one conflict resolving strategy



UNIVERSITY OF THE PUNJAB

Third Semester 2017
Examination: B.S. 4 Years Programme

Roll No.

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/21434

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE PORTION

Part I: Short Questions

Marks: 20

- Q1- Explain organizational structure.
- Q2- Explain any one classical organizational theory.
- Q3- Explain any two types of power which may be most effective in organizational setting.
- Q4- Write down the salient features of HRD.
- Q5- Define Performance Appraisal.

Part II: Descriptive Questions

Marks: 30

- Q1- Explain the four different types of communication taking place in an organization. Also explain how these types play a role in increasing work efficiency within the organization.
- Q2- Elaborate the difference between functional conflict and dysfunctional conflict. Explain the different conflict resolving strategies which can be used to minimize the effects of dysfunctional conflict.



UNIVERSITY OF THE PUNJAB

Third Semester 2018
Examination: B.S. 4 Years Programme

Roll No.

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/21434

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

Part II: Subjective Portion

Q1- Short Questions

Marks: 20

- 1- Explain the difference between 'Formal' and 'Informal' organization.
- 2- Explain the importance of HRM in today's organizational setting.
- 3- Explain what is meant by 'Work Force Diversity'? Use examples from Pakistani work places to explain your answer.
- 4- State three points why today 'e-learning' has become important for organizations?

Q2- Descriptive Questions

Marks: 30

1. Explain in detail how Weber's Bureaucratic Model (Classical Organizational theory) plays a role in increasing the work efficiency of an organization?
2. Elaborate the structural, operational and behavioral problems faced in organizations. Also point out some practical solutions in context of the local organizations.



UNIVERSITY OF THE PUNJAB

Roll No.

Third Semester 2018
Examination: B.S. 4 Years Programme

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/21434

TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

Note: Attempt all questions

Part I: Objective Portion

Marks: 10

Q- Define the following:

- i- Organization
- ii- Organizational Behaviour
- iii- Melting Pot Approach
- iv- Downward Communication
- v- Grapevine
- vi- Shared Vision
- vii- Chain of Command
- viii- Transformational Leader
- ix- Nonverbal Communication
- x- Impression Management



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

.....
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



UNIVERSITY OF THE PUNJAB

Third Semester – 2019

Examination: B.S. 4 Years Program

Roll No.

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?



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program : Third Semester – Fall 2021

Roll No.

Paper: Organizational Behavior and HRD

Course Code: SOC-203

Time: 3 Hrs. Marks: 60

Q.1. Answer the following short questions: (6x5=30)

- 1 Advantages and disadvantages of performance appraisal
- 2 Structural problems in organizations
- 3 Define motivation? Discuss significance of motivation among employees in an organization
- 4 System approach to organization
- 5 Elaborate ` qualities of an effective leader.
- 6 Functions of Human Resource Management.

Q.2. Answer the following questions. (3x10=30)

- 1 Corona pandemic has posed a major challenge to organization, such as your college/university, to change the behavior of the all stakeholders according to new social reality. Discuss.
- 2 Critically analyze the salient features of Classical theories of formal organization
- 3 Consider a situation where you are the boss of an employee who remains on leave most of the time. What could be wrong with your employee? How can you reduce their absenteeism?



UNIVERSITY OF THE PUNJAB

Roll No.

Third Semester 2015
Examination: B.S. 4 Years Programme

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/

TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

OBJECTIVE PORTION

Q- Define the following:

Marks: 10

- i- Organization
- ii- Organizational Behaviour
- iii- Effective manager
- iv- Horizontal Communication
- v- Total Quality Management (TQM)
- vi- Downsizing
- vii- Work specialization
- viii- Job Rotation
- ix- Nonverbal Communication
- x- E-organization



UNIVERSITY OF THE PUNJAB

Third Semester 2015
Examination: B.S. 4 Years Programme

Roll No.

PAPER: Organizational Behavior and HRD
Course Code: SOC-203/

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE PORTION

Part I: Short Questions

Marks: 20

- Q1- Explain what do you understand by organizational structures and designs?
- Q2- Explain three types of communication taking place within an organization.
- Q3- Explain the types of decision making used in an organization.
- Q4- Explain the phenomena of “complexity” in context of formal organization.
- Q5- Explain the difference between a Charismatic leader and a Transformational leader.

Part II: Descriptive Questions

Marks: 30

- Q1. Write a note on the characteristics of Weber’s Bureaucratic Model.
- Q2. Define Conflict. Explain the different conflict resolving strategies which can be helpful in Pakistani workplace.
- Q3. Define motivation. Discuss two theories of motivation which in your view can enhance efficiency in a Pakistani work place.