To

The Principal

SMHS Govt. College

   SAS Nagar

Subject: Value added course for Organisation Behaviour and Managerial Skills. Session (2021 2022/

Respected Madam,

       As suggested by IQAC we plan to conduct 30 hours programme to improve Managerial skills of B.com Students. The course shall be conducted after college hours. Kindly grant us permission to start these classes from 21 March 2022. The whole commerce department will be involve taking classes.

         Thanking you.

    Your Sincerely

   Sunita Mittal

Prof. Sunita Mittal

   (HOD)

Prof. Anureet Bhalla

  Commerce Department

SMHS Govt. college , S.A.S Nagar
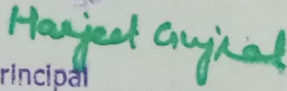
Commerce Department

Notice for Students

We are going to start 30 Hrs Programme in Commerce Department (Organization behavior and Managerial skills). The course is going to start on date 21-03-2022. The timing of classes will be 2.15 pm to 3.45 pm. Those students who are interested, please give their names to Prof. Anureet Bhalla (Mob no-9815322455). Last date of enrolment will be 21-03-2022.

Students of all classes & streams are admissible.

Course coordinator

HOD
Commerce Deptt.

Principal
SMHS Govt. College
SAS Nagar

Principal
SMHS Govt. College
Sahibzada Ajit Singh Nagar

Organisation behaviour and managerial skills
value added course 30 hrs. (2021-2022)
List of enrolled Students value added course

Sr. No.	Name	Roll No.	CLASS
1	Jagwinder Kaur	401	B.COM-III
2	Ramandeep Kaur	402	B.COM-III
3	Navdeep Kaur	407	B.COM-III
4	Kuldeep Kaur	408	B.COM-III
5	Raman Singh	410	B.COM-III
6	Farhan Khan	413	B.COM-III
7	Sonu Kumar	420	B.COM-III
8	Surbi	425	B.COM-III
9	Priya Kumari	431	B.COM-III
10	Divya Khullar	437	B.COM-III
11	Harshit	438	B.COM-III
12	Neelam	442	B.COM-III
13	Kianjot Kaur	445	B.COM-III
14	Anjali	454	B.COM-III
15	Ravinder Singh	455	B.COM-III
16	Harshpreet Kaur	456	B.COM-III
17	Jasmeen Kaur	460	B.COM-III
18	Heetu Bala	461	B.COM-III
19	Kanchan	462	B.COM-III
20	Twinkle Rani	464	B.COM-III
21	Amanpreet Kaur	468	B.COM-III
22	Shivam Dhawan	471	B.COM-III
23	Sukhpreet Kaur	480	B.COM-III
24	Manpreet	482	B.COM-III
25	Nandni	491	B.COM-III
26	Taranpreet Kaur	494	B.COM-III
27	Sonia	496	B.COM-III
28	Simarnjit Kaur	499	B.COM-III
29	Surinder Singh	501	B.COM-III
30	Shiv Sunder Kumar	502	B.COM-III

Amreet Bhalla
Course coordinator

HOD
Commerce department

Harjeet G...
Principal
SMHS Govt. College
SAS Nagar

Principal
SMHS Govt. College
Sahibzada Ajit Singh Nagar

S.M.H.S GOVT COLLEGE, PHASE VI, S.A.S. NAGAR (MOHALI)
VALUE ADDED COURSE (30 HRS)
ORGANISATION BEHAVIOUR AND MANAGERIAL SKILLS
SESSION-2021-2022

Department of commerce of S.M.H.S Government College, S.A.S. Nagar has organised a 30 hours Value Added Course for the students of the college from 21.03.2022 to 13.04.2022. This valuable course was designed to impart professional and applied approach regarding Organisation Behaviour and Managerial Skills in the minds of commerce students. All participants invited from B.COM-III to take part in this Course. Students successfully completed this course and certificates were awarded for their accomplishment. The course schedule was displayed on notice board of the Department of commerce as well as Main College Notice board.

Course Objectives

The course aims to familiarize the students with the behavioural patterns of Human beings as individual. This course aims at introducing the students to many of the basic principles of human behaviour that effective managers use when managing individuals in organizations.

Organising Team

1. Co-ordinator: Prof. Sunita Mittal (HOD, Commerce)
2. Co-Co-ordinator: Prof. Anureet Bhalla, (Assistant Professor, Commerce)
3. Prof. Navneet Kaur, (Part-Time Lecturer, Commerce)
4. Prof. Rohini, (Guest Faculty. Commerce)
5. Prof. Harpreet Kaur, (Guest Faculty, Commerce)

Date	Time	Topics
21-3-2022	2.15pm -3.45pm	concept, Nature and Significance of Organisation Behaviour Prof. Anureet Bhalla
22-3-2022	2.15pm -3.45pm	Factors affecting human behaviour, Disciplines contributing to OB Prof. Anureet Bhalla
23-3-2022	2.15pm -3.45pm	Personality-concept and determinants Prof. Anureet Bhalla
24-3-2022	2.15pm -3.45pm	Theories of Personality: MBTI, Holland's model; Cattell's model and Big Five personality factors Prof. Anureet Bhalla
25-3-2022	2.15pm -3.45pm	Concept, Nature, Scope and Functions of Management Prof. Navneet Kaur
26-3-2022	2.15pm -3.45pm	Levels of Management, Types of Organizations Prof. Navneet Kaur
28-3-2022	2.15pm -3.45pm	Evolution and Foundations of Management Theories Prof. Navneet Kaur
29-3-2022	2.15pm -3.45pm	Theories of Management Prof. NavneetKaur
30-3-2022	2.15pm -3.45pm	Management Principles of Planning, Directing Prof. Navneet Kaur
31-3-2022	2.15pm -3.45pm	Management Principles of Leading, Controlling and Staffing Prof. Navneet Kaur
1-4-2022	2.15pm -3.45pm	Perception: concept, factors influencing perception; perceptual errors;

Harjeet Grupal
Principal
Government College
Sahibzada Ajit Singh Nagar

		Prof. Rohini
4-4-2022	2.15pm -3.45pm	Managerial implications of perception Prof. Rohini
5-4-2022	2.15pm -3.45pm	Learning: Concept, Learning theories: Classical conditioning theory, Operant conditioning Prof. Rohini,
6-4-2022	2.15pm -3.45pm	Cognitive learning and social learning theories Prof. Rohini
7-4-2022	2.15pm -3.45pm	Stress management Prof. Rohini
8-4-2022	2.15pm -3.45pm	Interpersonal Dimensions of Behaviour; Transactional Analysis, Implications of TA Prof. Harpreet Kaur
9-4-2022	2.15pm -3.45pm	Importance of Communication Prof. Harpreet Kaur
11-4-2022	2.15pm -3.45pm	Negotiation in interpersonal relationships Prof. Harpreet Kaur
12-4-2022	2.15pm -3.45pm	Emotional Intelligence Prof. Harpreet Kaur
13-4-2022	2.15pm -3.45pm	Power: Concept, determinants, types Prof. Harpreet Kaur

Course Learning Outcomes: On completion of the course:

1. Students understand various principles and functions of Management and relate it to day to day Functioning.
2. Student will be able to develop and identify factors relating to individuals, organizations behaviour.
3. Student will be able to apply and distinguish between different types of personality learning, and motivational theories.
4. Student will be able to evaluate and assessing different work related behaviours.

Sumiti Mittal

HOD

Commerce department

Harpreet Gill

Principal

SMHS Govt. College

SAS Nagar

RollNo	Name	21/2	22	23	24	25	26	28	29	30	31	1	2
401	Jagwinder k	1	2	3	4	5	6	x	7	8	9	10	11
402	Ramandeep k	1	2	3	4	5	6	7	8	9	10	x	11
407	Navdeep k.	1	2	x	3	4	5	6	x	7	8	9	10
408	Kuldeep k.	1	2	3	4	5	x	6	7	8	9	x	10
410	Raman Singh	1	2	x	3	4	5	6	7	8	x	9	10
413	Falhan khan	x	1	2	3	4	5	6	x	7	8	9	10
420	Sonu kumar	1	2	3	x	4	5	6	7	8	x	9	10
425	Surbi	1	2	x	3	4	x	5	6	x	7	8	9
431	Priya kumari	1	2	3	4	5	6	7	8	9	x	10	11
437	Divya kullar	1	2	3	4	5	x	6	7	8	9	10	11
438	Harshir	x	1	2	3	x	4	5	6	7	x	8	9
442	Neelam	1	2	3	4	5	6	7	8	8	9	10	4
445	Kiranjot kaur	1	2	3	x	4	5	6	7	8	x	9	10
454	Anjali	1	x	2	3	4	5	6	7	8	9	10	x
455	Ravinder Singh	1	2	3	4	5	6	7	8	9	10	11	12
456	Harshpreet kaur	1	2	3	4	5	6	x	7	8	9	10	11
460	Tasmeen kaur	x	2	3	4	x	5	6	7	8	9	10	11
461	Meetu Bala	1	2	3	4	5	6	7	8	9	10	11	12 13
462	kanchan	1	x	2	3	4	5	6	7	x	8	9	10
464	Twinkle Rani	1	2	3	x	4	5	6	7	8	9	10	11
465	Amanpreet k.	1	2	3	4	5	6	7	8	9	10	11	12 13
471	Shivam Dhawan	1	2	3	x	4	5	6	7	8	9	10	x
480	Sukhpreet k.	1	2	3	4	5	6	7	8	9	10	11	12
482	Manpreet	1	x	2	3	4	x	5	6	x	8	9	10 11
491	Nandni	1	2	3	4	5	6	7	8	9	10	x	11
494	Taranpreet k.	1	2	3	4	5	x	6	7	8	9	10	11
496	Sonia	1	2	3	4	5	6	7	8	9	10	11	12
499	Simranjit k.	x	2	3	4	5	6	7	8	9	10	11	12
501	Surinder singh	1	2	3	4	5	6	7	8	9	10	11	12
502	Shiv Sunder kumar	1	x	3	4	5	6	x				X	x

Signature

	7	8	9	11	12	13	Marks	Grand marks	Signature
13	14	15	16	17	18	19	A	90	Jagwinder kaur
13	14	A	15	16	17	18	A	92	Ramandeep Kaur
12	12	13	14	15	16	17	A	88	Nordeepders
12	13	x	14	15	16	17	A	86	Kuldeep Kaur
2	13	14	15	16	17	18	A	92	Raman Singh
2	x	13	14	15	16	17	A	88	Farham
2	13	x	14	15	x	16	A	88	Sonu Kumar
1	12	13	14	15	16	17	A	86	Suribi
2	13	14	x	15	16	17	A	90	Priya kumari
x	13	x	14	15	x	16	A	92	Divya
4	12	13	x	14	15	16	A	94	Harshit
12	13	14	15	x	16	17	A	90	Neelam
12	13	14	15	16	17	18	A	90	Kiran jot Kaur
12	13	14	15	16	17	18	A	92	Anjali
14	15	16	x	17	18	19	A	96	Ravinder Singh
2	13	14	15	16	17	18	A	94	Harshpreet Kaur
b	13	x	14	15	16	17	A	96	Jasmeen kaur
4	15	16	17	x	18	19	A	90	Heetu Bala
2	13	14	x	15	16	17	A	88	Kanchan
3	x	14	x	15	16	17	A	86	Twinkle Rani
4	15	16	17	18	x	19	A	90	Amanpreet kaur
2	13	14	15	x	16	17	A	92	Shivam
4	15	16	17	18	x	19	A	90	Subhpreet
2	13	14	15	x	16	17	A	96	Manpreet
3	14	15	16	x	17	18	A	94	Nandni
0	13	14	15	16	x	17	A	96	Tarampreet kaur
1	15	x	16	17	18	19	A	92	Sonia
13	14	15	16	17	18	19	A	90	Simranpreet kaur
4	15	16	x	17	18	19	A	88	Swinder Singh
11	12	13	14	15	16	17	A	86	Shiv Sundar Kumar
x	x	x9	x0	x0	x9	x0	x		

ORGNISATION BEHAVIOR AND MANAGERIAL SKILLS

CURRICULUM

Time: 30 hrs   **Maximum marks: 100**

Course Objectives: The course aims to familiarize the students with the behavioural patterns of Human beings at individual. This course aims at introducing the students to many of the basic principles of human behaviour that effective managers use when managing individuals in organizations.

Fundamentals of Management

Concept, Nature, Scope and Functions of Management , Levels of Management, Types of Organizations, Evolution and Foundations of Management Theories - Classical and Neo - Classical Theories, Systems Approach to organization, Modern Organization Theory. Understanding the Management Principles of Planning, Directing, Leading, Controlling and Staffing

Introduction to Organizational Behaviour and Individual Behaviour

The concept, Nature and Significance, Factors affecting human behaviour, Disciplines contributing to OB ,Personality-concept and determinants, Theories of Personality: MBTI, Holland's model; Cattell's model and Big Five personality factors; Perception: concept, factors influencing perception; perceptual errors; managerial implications of perception; Learning: Concept, Learning theories: Classical conditioning theory, Operant conditioning, cognitive learning and social learning theories

Dimensions of interpersonal Behaviour

Interpersonal Dimensions of Behaviour; Transactional Analysis, Implications of TA, Importance of Communication and Negotiation in interpersonal relationships, Power: Concept, determinants, types, Stress management, Emotional Intelligence- Meaning, importance and application in organization

Course Learning Outcomes: On completion of the course:
1. Students understand various principles of Management and relate it to day to day Functioning.
2. Student will be able to develop and identify factors relating to individuals, organizations behaviour.
3. Student will be able to apply and distinguish between different types of learning, personality and motivational theories.
4. Student will be able to evaluate and assessing different work related behaviours

Assessment procedure

Assessment procedurefor value added course organisation behaviour and managerial skills is based on
1. 75% attendance will be mandatory.
2. There will be 50 multiple choice questions which will carry 2 marks each.
3. The passing requirement for value added course shall be 50% of the marks prescribed for the course.
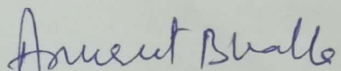
HOD
Commerce Deptt

Harinel Gujral
Principal
SMHS Govt. College SAS Nagar
Sahibzada Ajit Singh Nagar

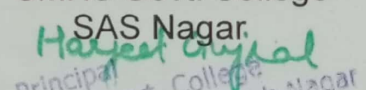**SMHS Govt. college , S.A.S Nagar**

Commerce Department

Notice for Test

All the students enrolled in the value added Course 30 hours Programme (Organization behavior and Managerial skills). are informed that the final test is going to be held on 16-04-2022 from 2.15 to 3.15 pm. All those students will be given certificates, who will appear in written exam.

Couse coordinator

HOD
Commerce Deptt.

Principal
SMHS Govt. College
SAS Nagar.

Attendance sheet Exam Date (16/4/2022)
Organisation behaviour and managerial skills
value added course 30 hrs. (2021-2022)

List of Students who successfully completed this value added course

Sr. No.	Name	Roll No.	SIGNATURE
1	Jagwinder Kaur	401	Jagwinder Kaur
2	Ramandeep Kaur	402	Ramandeep Kaur
3	Navdeep Kaur	407	Navdeep Kaur
4	Kuldeep Kaur	408	Kuldeep
5	Raman Singh	410	Raman Singh
6	Farhan Khan	413	Farhan Khan
7	Sonu Kumar	420	Sonu
8	Surbi	425	Surbi
9	Priya Kumari	431	Priya
10	Divya Khullar	437	Divya
11	Harshit	438	Harshit
12	Neelam	442	Neelam
13	Kianjot Kaur	445	Kianjot
14	Anjali	454	Anjali
15	Ravinder Singh	455	Ravinder Sing
16	Harshpreet Kaur	456	Harshpreet
17	Jasmeen Kaur	460	Jasmeen
18	Heetu Bala	461	Heetu Bala
19	Kanchan	462	Kanchan
20	Twinkle Rani	464	Twinkle
21	Amanpreet Kaur	468	Amanpreet Kaur
22	Shivam Dhawan	471	Shiva
23	Sukhpreet Kaur	480	Sukhpreet
24	Manpreet	482	Manpreet
25	Nandni	491	Nandni
26	Taranpreet Kaur	494	Taranpreet Kaur
27	Sonia	496	Sonia
28	Simarnjit Kaur	499	Simranjit
29	Surinder Singh	501	Surinder Singh
30	Shiv Sunder Kumar	502	Shiv Sunder Kur

Amrut Bhalla
Course coordinator

HOD
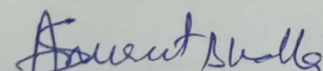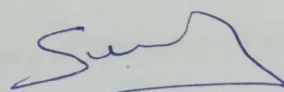Commerce department

Harpreet ujial
Principal
SMHS Govt. College
SAS Nagar

Principal
SMHS Govt. College
Sahibzada Ajit Singh Nagar

Organisation behaviour and managerial skills
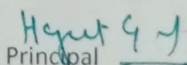value added course 30 hrs. (2021-2022)
RESULT
List of Students who successfully completed this value added course

Sr. No.	Name	Roll No.	Class	Grade
1	Jagwinder Kaur	401	B.COM-III	A
2	Ramandeep Kaur	402	B.COM-III	A
3	Navdeep Kaur	407	B.COM-III	A
4	Kuldeep Kaur	408	B.COM-III	A
5	Raman Singh	410	B.COM-III	A
6	Farhan Khan	413	B.COM-III	A
7	Sonu Kumar	420	B.COM-III	A
8	Surbi	425	B.COM-III	A
9	Priya Kumari	431	B.COM-III	A
10	Divya Khullar	437	B.COM-III	A
11	Harshit	438	B.COM-III	A
12	Neelam	442	B.COM-III	A
13	Kianjot Kaur	445	B.COM-III	A
14	Anjali	454	B.COM-III	A
15	Ravinder Singh	455	B.COM-III	A
16	Harshpreet Kaur	456	B.COM-III	A
17	Jasmeen Kaur	460	B.COM-III	A
18	Heetu Bala	461	B.COM-III	A
19	Kanchan	462	B.COM-III	A
20	Twinkle Rani	464	B.COM-III	A
21	Amanpreet Kaur	468	B.COM-III	A
22	Shivam Dhawan	471	B.COM-III	A
23	Sukhpreet Kaur	480	B.COM-III	A
24	Manpreet	482	B.COM-III	A
25	Nandni	491	B.COM-III	A
26	Taranpreet Kaur	494	B.COM-III	A
27	Sonia	496	B.COM-III	A
28	Simarnjit Kaur	499	B.COM-III	A
29	Surinder Singh	501	B.COM-III	A
30	Shiv Sunder Kumar	502	B.COM-III	A

Course coordinator

HOD
Commerce department

Principal

Principal
SMHS Govt. College
SAS Nagar
Sahibzada Ajit Singh Nagar

Q1. Organization structure primarily refers to

a. how activities are coordinated & controlled

b. how resources are allocated

c. the location of departments and office space

d. the policy statements developed by the firm

Q2. According to Herzberg, which of the following is a maintenance factor?

a. Salary

b. Work itself

c. Responsibility

d. Recognition

Q3. Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power?

a. Legitimate

b. Reward

c. Expert

d. Charismatic

Q4. _____ is known as "the father of scientific management."

a) Fredrick W. Taylor

b) Henry Fayol
c) Robert Owen

d) None of these

Q5. Edward Tolman is related to

a) Behaviourist Framework

b) Cognitive approach

c) Social Cognitive Framework

d) None of these

Q6. _____a young Welsh factory owner was one of the first to emphasize the human needs of employees: He refused to employ young children

a) Andrew Ure

b) J.N. Tata

c) Robert Owen

d) None of these
Answer: c

Q7. Forces affecting organizational behaviour are

a) People

b) Environment

c) Technology

d) All of the above

Q8. In present context, challenges for OB are

a) Employee expectation

b) Workforce diversity

c) Globalization

d) All of the above

Q9. "Leadership motivates the people to work and not the power of money", this concept is related to

a) Autocratic model

b) Custodial model

c) Supportive Model

d) Collegial Model

Q10. The term 'psychology' is derived from the word 'psyche', which means 'soul' or 'spirit'

a) Latin

b) French

c) Greek

d) None of these

Q11. Which one of the following is the definition given by Fred Luthans

a) "Organisational behaviour is to understand, predicting and controlling human behaviour at work"

b) "Organisational behaviour is subset of management activities concerned to human behaviour"

c) "Organisational behaviour is a branch of social sciences that seeks to build theories"

d) "Organisational behaviour is a field of study that investigates the impact on behaviour"
Answer: a

Q12. _____is called as father of scientific management

a) Elton Mayo

b) Hendry Fayol

c) F.W.Taylor

Robert Owen Q13. Hawthorne Studies is related to which stage of the organisational behaviour evolution

a) Industrial revolution

b) Scientific management

c) Organisational behaviour

d) Human relations movement

Q14 _____is a Study of individual Behaviour

a) Anthropology

b) Psychology

c) political science

d) sociology

Q15 _____ is a Study of Group Behaviour
a) Anthropology

b) Psychology

c) physiology

d) sociology

Q16. Which approach is adopted by attribution theories?
   a) Behavioral perspective
   b) Social cognitive perspective
   c) Cognitive behavioral perspective
   d) Social constructionist perspective

Q17. MBTI stands for

a) Myers- Briggs Test indicator

b) Myers- Briggs Test investigator

c) Myers- Briggs Type indicator

d) Myers- Briggs Type investigator

Q18. Psychological process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is definition of

a) Attitude

b) thinking

c) Perception

d) Personality

Q19. A Process of receiving, selecting, organizing, interpreting, checking and reacting to sensory stimuli or data so as to form a meaningful and coherent picture of the world is

a) Attitude

b) thinking

c) Perception

d) Communication

Q 20. The_____theory states that human mind will receive or accept only that information which it feels that it is relevant.

a) Perception theory

b) Selective Perception

c) relevance Theory

d) none of the above

Q21._____deals with how the social perceiver uses information to arrive at causal explanations for events.

a) Attribution theory

b) Social Perception Theory

c) Selective Perception

d) social Theory

Q22. _____is the sequence of psychological steps that a person uses to organize and interpret information from the outside world.

a) Perceptual process

b) Thinking process

c) Selection Process

d) Sequential theory

Q 23. Which of the following is not a step in perceptual Process?

a) Object
b) selection

c) Perception

d) Response

Q24. . When we judge someone on the basis of our perception of the group to which he or she belongs,
We are using the shortcut called:
        A. Grouping.
        B. Stereotyping.

C. Categorizing.

D. Contrasting

Q25 . An individual's personality is determined by all the following except:

A. Environment.

B. Heredity.

C. Situational factors.

D. Perceptual process.

26 ."The combination of characteristics or qualities that form an individual's distinctive character" is the definition of

a) Personality b) Motivation c) Attitude d) Behaviour

Q27 .Dependable, responsible are part of _____ Personality Trait as per big 5 personality trait

a) Emotional Stability b) Conscientious c) Openness to experience d) Introversion

Q28) Relaxed and Secure are part of _____ Personality Trait as per big 5 personality trait

a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion

Q 29) Sensitive and intellectual are part of _____ Personality Trait as per big 5 personality trait

a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion

Q30) _____ are the theories which gives an Idea about what employees wants or needs and what are the key factors the managers can utilize to motivate the employees.

a) Maslow theory b) Herzberg Theory c) Process Theory d) Content Theory

Q31) _____theory states the ways or process by which the needs can be converted into behavior or performance.

a) Maslow theory b) Expectancy Theory c) Process Theory d) Content Theory

Q32) Myers-Briggs Personality is called as

a) MBIT b) MBET c) MBTI d)MIBT

Q33)_____are stimulated by events and people external to themselves. They show their feelings, learn by talking, and work well in groups.

a) positive personalities b) Introverts c) Extroverts d) none of the above

Q34) _____prefers private reflection, self-examination, and self-discovery. They hide their feelings, prefer to work alone, and learn by watching.

a) Private personalities b) Introverts c) Extroverts d) none of the above

Q35) MBTI test the personalities in _____categories

a) 3 b) 4 c) 5 d) 6

Q36) As per MBTI _____personality people like real-life examples, prefer practical exercises, and get the facts while possibly missing the main idea.
a) Introversion b) Sensing c)intuition d) Thinking

Q37) The five personality traits as per Big Five Personality Traits are

a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience
b) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
c) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
d) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going

Q38) Outgoing, talkative, social are part of_____Personality Trait as per big 5 personality trait
a) Friendly b) Openness to experience c) Introversion d) Extroversion

Q39) Trust, nature, cooperative are part of _____ Personality Trait as per big 5 personality trait
a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion

Q 40. "Might is right" is the motto of

a) Autocratic Model

b) Custodial Model

c) Supportive Mode

d) Collegial Model

Q41) Belief, opinion, knowledge, emotions feelings intention are the components of
a) OB b) Job satisfaction c) Attitude d) Personality

Q42) Components of Attitude can majorly be segregated in to _____types
a) 7 b) 4 c) 3 d) 6

Q43) The attitude based on Beliefs, opinion, Knowledge, or information about the particular event which the employee possesses is under _____component of Attitude.
a) Behavioral b) Cognitive c) Affective d) Positive

Q44) The attitude based on the concept that "every individual will have an Intention to react in a certain way toward something is " under _____component of Attitude.
a) Behavioral b) Cognitive c) Affective d) Positive
Answer: a) Behavioral

Q45) The attitude based on Feelings, sentiments and emotions of any person is under

_____ component of Attitude.
a) Behavioral b) Cognitive c) Affective d) Positive
Answer: c) Affective

Q46) _____ component of attitude is a result of family condition, childhood experiences etc...
a) Behavioral b) Cognitive c) Affective d) Positive

Q47) Which is not a method used for changing the attitude of Employee
a) use of fear b) Providing new information

c) Performance appraisal d) Giving Feedback

Q48) Among the following which is not a problem in changing the attitude of the employee
a) Insufficient Information b) Resistant by employee
c) Cognitive Dissonance d) Cognitive Dissonance

Q49) Motivation includes
a) job enrichment b) Job rotation c) Job enlargement d) all of the above

Q50) The family condition and impact of the parents is the main base for the personality of a person. Later it might change by _____.
a) thinking b) external influences c) own ability d) learning experienc

Shaheed Major Harminderpal Singh Govt. College, Sahibzada Ajit Singh Nagar (Mohali)
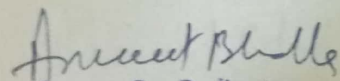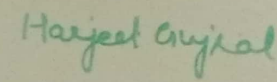
CERTIFICATE

Certified that Mr./Ms **Kuldeep Kaur** Father's Name **Madan Lal**

Class **B.Com - III** Roll No **408**

Name of Course Completed **Organisation Behaviour and Managerial Skills**

Duraton of Course **30 Hours** Grade/Marks Awarded **A**

Amneet Bhalla
Course Co-Ordinator

Harjeet Gujral
Principal

Shaheed Major Harminderpal Singh Govt. College, Sahibzada Ajit Singh Nagar (Mohali)

CERTIFICATE

Certified that Mr./Ms __Jagwinder Kaur__ Father's Name __KULVIR SINGH__

Class __B.COM-III__ Roll No __401__

Name of Course Completed __Organisation Behaviour and Managerial Skill__

Duraton of Course __30 Hours__ Grade/Marks Awarded __A__

Course Co-Ordinator

Principal

Shaheed Major Harminderpal Singh Govt. College, Sahibzada Ajit Singh Nagar (Mohali)

CERTIFICATE

Certified that Mr./Ms. **Navdeep Kaur** Father's Name **Surinder Singh**

Class **B.Com - II** Roll No **407**

Name of Course Completed **Organisation Behaviour and Managerial Skills**

Duraton of Course **30 Hours** Grade/Marks Awarded **A**

Course Co-Ordinator

Principal