REV-01
BBLB/37/42

2025/12

SET A

BBA LLB
FIRST SEMESTER
ORGANIZATIONAL BEHAVIOUR
BBLB – 103

[USE OMR FOR OBJECTIVE PART]

Duration: 3 hrs. **Full Marks: 70**

(Objective)

Time: 30 min. **Marks: 20**

Choose the correct answer from the following: ***1×20=20***

1. Organizational Behaviour is primarily concerned with the study of:
   a. Organizational structure
   b. Human behaviour at work
   c. Financial management
   d. Technological advancement

2. The term "Organizational Behaviour" was first popularized by:
   a. Frederick Taylor
   b. Elton Mayo
   c. Henri Fayol
   d. Max Weber

3. Which of the following is not a characteristic of Organizational Behaviour?
   a. It is goal-oriented
   b. It focuses on group dynamics
   c. It ignores individual differences
   d. It is a behavioural science

4. The "Hawthorne Experiments" were conducted at:
   a. Ford Motor Company
   b. Western Electric Company
   c. General Motors
   d. IBM

5. Which of the following represents the correct order in the process of perception?
   a. Attention → Selection → Interpretation → Reaction
   b. Selection → Interpretation → Attention → Reaction
   c. Interpretation → Selection → Attention → Reaction
   d. Reaction → Selection → Attention → Interpretation

6. The study of personality is important in OB because it helps in:
   a. Understanding individual differences
   b. Formulating company laws
   c. Designing Financial plans
   d. Managing production process

7. The "Big Five" model of personality includes which of the following dimensions?
   a. Integrity
   b. Openness to experience
   c. Competitiveness
   d. Intelligence

8. A person who is practical, systematic, and prefers order is likely to score high on:
   a. Conscientiousness
   b. Neuroticism
   c. Extraversion
   d. Agreeableness

9. Learning through direct experience or observation is best described by:
   a. Classical Conditioning
   b. Operant conditioning
   c. Cognitive Learning
   d. Social Learning Theory

10. Who proposed the theory of classical conditioning?
    a. Pavlov
    b. Skinner
    c. Bandura
    d. Maslow

11. The concept of reinforcement is central to which learning theory?
    a. Cognitive learning theory
    b. Operant conditioning
    c. Gestalt theory
    d. Perceptual theory

12. In the context of group behaviour, "informal groups" are formed:
    a. By management to achieve tasks
    b. Due to personal and social relationships
    c. Based on formal authority
    d. For organizational communication

13. Which of the following is not a stage in Tuckman's model of group development?
    a. Forming
    b. Storming
    c. Reforming
    d. Performing

14. A group's cohesiveness is likely to increase when:
    a. Members have conflicting goals
    b. Members are geographically distant
    c. There are clear group norms
    d. Group size is very large

15. Motivation is best defined as:
    a. The process of satisfying basic human needs
    b. A set of financial incentives
    c. The internal drive that directs behaviour toward goals
    d. A reward given for performance

16. Who proposed the Hierarchy of Needs theory?
    a. Herzberg
    b. Mc Gregor
    c. Maslow
    d. Alderfer

17. In Herzberg's Two-Factor Theory, hygiene factors refer to:
    a. Factors that cause job satisfaction
    b. Factors that prevent dissatisfaction
    c. Factors related to motivation only
    d. Factors leading to self-actualization

18. The Expectancy Theory of motivation was developed by:
    a. Victor Vroom
    b. Clayton Alderfer
    c. David McClelland
    d. Frederick Taylor

19. McGregor's Theory X assumes that:
    a. Employees are inherently lazy
    b. Employees are self-motivated
    c. Employees seek responsibility
    d. Work is natural to human beings

20. The process of aligning individual goals with organizational goals is called:
    a. Coordination
    b. Motivation
    c. Goal congruence
    d. Leaderships

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Descriptive

Time : 2 hrs. 30 min. **Marks : 50**

[Answer question no.1 & any four (4) from the rest]

1. What are the major determinants of personality? Explain various personality traits that influence workplace behaviour. **3+7=10**

2. Define Organizational Behaviour and discuss its scope, importance, and challenges in the modern business environment. **10**

3. Explain the process of perception. How can perception lead to errors in managerial decision-making? **5+5=10**

4. Discuss the concept of learning. Explain classical and operant conditioning theories of learning with examples. **4+6=10**

5. What are groups? Explain the types and stages of group development in an organization **3+7=10**

6. What is motivation? Discuss Maslow's Hierarchy of Needs Theory of motivation. **3+7=10**

7. Explain the importance of leadership and communication in effective organizational behaviour. What are the qualities of a good leader? **5+5=10**

8. What is organizational culture? Discuss how culture affects employee behaviour and organizational effectiveness. **4+6=10**

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