

**BACHELOR OF BUSINESS ADMINISTRATION**  
**Second Semester**  
**Organizational Behaviour**  
**(BBA- 07)**

**Duration: 3Hrs.**

**Full Marks: 70**

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

**1. Answer any 5 questions:**

**2× 5=10**

- a) Define organisational behaviour. Relate it to management.
- b) Contrast the cognitive and affective components of an attitude.
- c) How are our perceptions of our own actions different from our perceptions of the actions of others?
- d) What are the implications of Theories X and Y for motivation practices?
- e) What traits predict leadership?
- f) Compare and contrast command, task, interest, and friendship groups.
- g) When do groups make better decisions than individuals? Discuss.

**2. Answer any 5 questions :**

**3× 5=15**

- a) Contrast the contribution of psychology and sociology to organisational behaviour.
- b) What is cognitive dissonance and how is it related to attitudes?
- c) What behavioural predictions might you make if you knew that an employee has-  
(a) an external locus of control (b) a low mach score, (c) low self- esteem, (d) a type A personality.
- d) What is attribution theory? What are its implications for explaining organization behaviour?
- e) Critically analyse the Maslow's hierarchy of needs theory.
- f) What are the implications if leaders are inflexible in adjusting their style?
- g) What are the Hawthorne studies? What did they tell us about group behaviour?

PTO....

**3. Answer any 5 questions:**

**5× 5=25**

- a) "Behaviour is generally predictable, so there is no need to formally study organisational behaviour." Why is that statement wrong?
- b) What is self- perception theory? How does it increase our ability to predict behaviour?
- c) Do people from the same country have a common personality type? Explain.
- d) How does selectivity affect perception? Give an example of how selectivity can create perceptual distortion.
- e) What is the rational decision- making model? Under what conditions is it applicable?
- f) Describe the five- stage group- development model.
- g) How do effective teams minimise social loafing?

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*(The figures in the margin indicate full marks for the questions)*

**Duration: 20 minutes**

**Marks – 20**

**PART A**  
**(Objective Type)**

**A. Choose the correct option for the following questions: 1x20=20**

**1. Individuals who achieve goals through other people are**

- (i) Teachers
- (ii) Managers
- (iii) Bureaucrats
- (iv) Politicians

**2. A process that includes defining goals, establishing strategy, and developing plans to coordinate activities.**

- (i) Planning
- (ii) Organising
- (iii) Leading
- (iv) Controlling

**3. The ability to apply specialized knowledge or expertise**

- (i) Human skills
- (ii) Conceptual skills
- (iii) Communication skills
- (iv) Technical skills

**4. The science that seeks to measure, explain, and sometimes change the behaviour of humans and other animals.**

- (i) Sociology
- (ii) Political science
- (iii) Psychology
- (iv) Anthropology

**5. Achievement of goals is**

- (i) Productivity
- (ii) Effectiveness
- (iii) Efficiency
- (iv) Absenteeism

6. A hierarchy based on a ranking of an individual's values in terms of their intensity
  - (i) Value system
  - (ii) Hierarchy value
  - (iii) Terminal values
  - (iv) Instrumental values
  
7. A national culture attribute describing the extent to which a society accepts the power in institutions and organizations is distributed unequally
  - (i) Individualism
  - (ii) Power distance
  - (iii) Collectivism
  - (iv) Achievement
  
8. A personality dimension describing someone who is sociable, gregarious, and assertive
  - (i) Extroversion
  - (ii) Agreeableness
  - (iii) Conscientiousness
  - (iv) Emotional stability
  
9. Drawing a general impression about an individual on the basis of a single characteristic
  - (i) Selective perception
  - (ii) Halo effect
  - (iii) Contrast effects
  - (iv) Projection
  
10. The tendency for people to base their judgements on information that is readily available to them.
  - (i) Availability bias
  - (ii) Representative bias
  - (iii) Escalation of commitment
  - (iv) Hindsight bias
  
11. The individual's belief that he or she is capable of performing a task
  - (i) Reinforcement theory
  - (ii) Skill variety
  - (iii) Task identity
  - (iv) Self- efficacy
  
12. A designated work group defined by the organization's structure
  - (i) Formal group
  - (ii) Informal group
  - (iii) Command group
  - (iv) Task group
  
13. A stage in group development, characterized by much uncertainty
  - (i) Storming stage
  - (ii) Norming stage
  - (iii) Forming stage
  - (iv) Performing stage

14. An individual's view of how he or she is supposed to act in a given situation
- (i) Role identity
  - (ii) Role perception
  - (iii) Role expectation
  - (iv) Role performance
15. Typical groups, in which members interact with each other face- to- face
- (i) Interacting groups
  - (ii) Brainstorming
  - (iii) Nominal group technique
  - (iv) Electronic meeting
16. Theories that consider personal qualities and characteristics that differentiate leaders from non leaders
- (i) Behavioural theories of leadership
  - (ii) Trait theories of leadership
  - (iii) Fiedler Contingency model
  - (iv) Cognitive resource theory
17. A Contingency theory that focuses on follower's readiness
- (i) Situational leadership theory (SLT)
  - (ii) Leader- member exchange (LMX) theory
  - (iii) Path- goal theory
  - (iv) Leader- participation model
18. Groups of 10 to 15 people who take on responsibilities of their former supervisors
- (i) Problem- solving teams
  - (ii) Self- managed work teams
  - (iii) Cross- functional teams
  - (iv) Virtual teams
19. Situations in which individuals are required to define right and wrong conduct
- (i) Ethical dilemmas
  - (ii) Conflict
  - (iii) Confusion
  - (iv) Uncertainty
20. The intensity principal of attention states that the more intense the \_\_\_\_\_, the more likely it is to be perceived.
- (i) External stimulus
  - (ii) Internal stimulus
  - (iii) Feeling
  - (iv) Observation

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