

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 the following questions (any five)

5x2=10

- a) Halo effect
- b) Stereotyping
- c) Perceiver
- d) Recruitment
- e) Type A Personality
- f) Manager
- g) Autocratic Leader

2. Answer the following questions (any five)

5x3=15

- a) Write three advantages of group decision making.
- b) Classify and name the different types of groups.
- c) Draw and briefly explain the "Law of effect".
- d) Just name the different situational factors or forces which influence the choice of leadership style.
- e) Justify- "Leaders are made, not born".
- f) Mention different functions of leader that come under "Setting and achieving organizational goals".
- g) Briefly explain- how one can motivate employees in the organization.

3. Answer the following questions (any five)

5x5=25

- a) What is "Attitude"? Explain the different components of Attitude.
- b) What is value? Explain and classify different types of value.
- c) Explain the BIG-5 theory of personality.
- d) Define "Perception". Explain the steps of the perception process shortly.
- e) Explain the Maslow's need hierarchy of motivation with the help of a diagram.
- f) What do you understand by the organization behaviour? Write the different discipline that has contributed to OB.
- g) How does the Perception influence the Decision-making?

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Duration: 20 minutes

Marks – 20

(PART A- Objective)

Time: 20 mins

Total Marks: 20

I. Choose the correct option:

1×20=20

- Which is not a factor of personality?
A. Heredity B. Attitude C. Family D. Situation
- According to Maslow's need hierarchy, which is the primary or basic need of people?
A. Physiological need B. Safety need C. Social need D. Self-esteem need
- What is another name of Autocratic leader?
A. People oriented leader B. Production oriented leader
C. Service oriented leader D. Feelings oriented leader.
- Which theory believes that "leader's are born, not made"?
A. Trait theory B. Behavioural theory C. Contingency theory D. None of them
- Which leadership style gives more importance on interpersonal relation among members?
A. Autocratic leadership style B. Democratic leadership style
C. Free-rein leadership style D. Non of the above
- Which is the second step in the perception process?
A. Receiving stimuli B. Checking stimuli
C. Interpreting stimuli D. Selecting stimuli
- Organization behaviour has a connection with various disciplines. They are-
a. Psychology b. Sociology c. Biology d. Anthropology
Ans- A. a,b,c, B. a,c,d C. b,c,d. D. a,b,d
- Which are the components come under the "nature of organization".
a. Social system b. Mutual interest c. Ethics d. Value
Ans- A. a,b,c, B. b,c,d C. a,b,d D. a,c,d
- Which values come under General types of values?
a. Political value b. Religious value c. Instrumental values
d. Social value e. Terminal value
Ans- A. a,b,c. B. b,c,d. C. c,d,e. D. a,b,d.

10. Which are the situational forces that determine the choice of leadership style?

- Forces in the manager himself.
- Forces in his sub-ordinate.
- Forces in the organizational system.
- Forces in the family.

Ans- A. a,b,c. B. b,c,d. C. a,c,d. D. a,b,d.

11. Learning can take place in two ways, they are-

- Shaping b. Trying c. Modelling d. Changing

Ans- A. a & b B. b & c C. a & c D. c & d

12. Types of informal groups are-

- Command group b. Interest group c. Task group d. Friendship group

Ans- A. a & b, B. b & d, C. c & d, D. a & c

Fill in the blanks-

13. "Belief or believes" comes under _____ components of attitude.

- Cognitive component B. Behavioural components
C. Effective components D. All of the above

14. The process of receiving, selecting, organizing, interpreting, checking and reacting stimuli is known as _____.

- Personality B. Attitude C. Perception D. Value

15. When a person draw a general impression on the basis of a single characteristic, then _____ occur.

- Contrast effect B. Projection C. Stereotype D. Halo effect

16. Channelizing inner drive of an employee to get good performance is known as _____.

- Selection B. Motivation C. Leadership D. Communication

17. Any relatively permanent change in behaviour that occurs as a result of experience

Or observation is known as _____.

- Learning B. Leadership C. Motivation D. Teamwork

18. The group that is defined by organizational structure is known as _____.

- Formal group B. Informal group C. Centralization D. Decentralization

19. X and Y theory of motivation has been contributed by _____.

- Maslow B. Herzberg C. McGregor D. None of above

20. People who are analyst, evaluative and make rational decision are called _____.

- Type A personality B. Type B personality C. Self-monitoring D. Self- esteem.
