# BBA 2<sup>ND</sup> SEMESTER ORGANIZATIONAL BEHAVIOR BBA-202

Duration: 3 Hrs.

Marks: 70

{ Part : A (Objective) = 20 } Part : B (Descriptive) = 50 }

### [ PART-B : Descriptive ]

Duration: 2 Hrs. 40 Mins.

Marks: 50

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

- Define Group. Write any four differences between Group and Team. Explain the different stages of Group formation.
- 2. Define Organization Behaviour. Write the Fundamental concept of Organization Behaviour. Explain the 'Nature of People.

  2+4=4=10
- 3. Explain the challenges and opportunities for OB- special reference to 'Managing Workforce Diversity' and 'Improving Customers' Service'.
- 4. What is Perception? Explain the process of Perception with the help of a diagram. Write different factors that influence the Perception Process.

  2+4+4=10
- 5. Define 'Value' and 'Attitude'? Explain different types of value. Write different components of Attitude.
- 6. Define 'Leader' and 'Follower'. Explain various leadership style. 2+2+6=10
- 7. Classify and name the different types of Groups. Mention any five importance for joining a Group.

  5+5=10
- What is Motivation? With the help of a diagram explain Maslow's Need Hierarchy theory of Motivation.

  2+8=10

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[PART-A: Objective]

<u>CH</u>	OOSE THE CORRECT ANSWER FROM THE	F FOLLOWING:	1×20=20
1.	Which discipline does not come under  a. Psychology c. Anthropology	Organization behavior? b. Sociology d. Cardiology	
2.	Which component does not come under a. Individual differences c. Group Structure		
3.	Which is the fourth step in the percept  a. Receiving stimuli c. Checking stimuli	ion process? b. Interpreting stimuli d. Selecting stimuli	
4.	Which is not a factor of personality?  a. Heredity c. Attitude	b. Family d. Situation	
5.			
6.	The group which is defined by organiz a. Formal group c. Centralization	vational structure is known as b. Informal group d. Decentralization	_
7.	People who are analyst, evaluative, tak	ke time and make rational decisions a	re called
0	a. Type A personality c. Self-monitoring	b. Type B personality d. Self- esteem	
8.	When a person draw a general impress  occur  a. Stereotype  c. Projection	sion on the basis of a single character b. Halo effect d. Contrast effect	istic, then

9.	A person with Aesthetic value mean	s, he gives importance to	
	a. Nature and beauty	b. Knowledge	
	c. Society and people	d. Money and other resources	
10.	According to Maslow's need hierarch		
	a. Physiological need	b. Self-Esteem Need	
	c. Social need	d. Safety need	
11.		expects complete obedience from the sub-	ordinates?
	a. Free- rein leadership st		# <u>                                     </u>
	b. Participative leadership		
	c. Autocratic leadership s	tyle	
	d. All of the above		
	The process of receiving, selecting, o known as	rganizing, interpreting, checking and reac	cting stimul
	a. Personality	b. Attitude	
	c. Knowledge	d. Perception	
13.	What is another name of Democratic	leader?	
	a. People oriented leader		
	b. Service oriented leader		
	c. Production oriented lea	ader	
	d. None of the above		
14.	Channelizing the inner drive of an en	mployee to get good performance is know	n as
	a. Leadership	b. Learning	
	c. Motivation	d. Moral	
15.	Which theory believes that "leaders a	are not born, but they are made"?	
	a. Trait theory	b. Behavioral theory	
	c. Contingency theory	d. Situational theory	
16.	Which is the second stage of 'Group	Development Process'?	
	a. Storming	b. Forming	
	c. Norming	d. Performing	
17.	According to Trait Theory of Leaders	ship, leadership depends on	
	a. Willingness	b. Personal qualities and trait	
	c. Situation	d. Experience	
18	X and Y theory of motivation has been	en contributed by	
10.	a. Maslow	b. Elton Mayo	
	c. Herzberg	d. McGregor	
	Circulator		

19. The need which is related to hunger, thirst, shelter and cloths is known as	need.
a. Safety need	
b. Esteem need	
c. Physiological need	
d. Social need	
20. The personality trait "Liveliness" refers to personality behavior of	
a. Cheerful & Enthusiastic	
b. Adaptive & Stable	
c. Intuitive & Sentimental	
d. Bright, Intelligent & Mental capacity	

# UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



## **Question Paper CUM Answer Sheet**

## [PART (A): OBJECTIVE]

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***************************************	Instructions / Guidelines	**********
	Instructions / Guidelines us twenty (20) / ten (10) questions.	
> The student shall v	Instructions / Guidelines  Is twenty (20) / ten (10) questions.  In the box where it is provided.	
> The student shall v	Instructions / Guidelines us twenty (20) / ten (10) questions.	
<ul> <li>The student shall v</li> <li>The student shall such act.</li> <li>Hand over the quantum of the properties of th</li></ul>	Instructions / Guidelines  Is twenty (20) / ten (10) questions.  In the box where it is provided.	l be given for
<ul> <li>The student shall v</li> <li>The student shall such act.</li> <li>Hand over the quantum of the properties of th</li></ul>	Instructions / Guidelines  Is twenty (20) / ten (10) questions.  Write the answer in the box where it is provided.  not overwrite / erase any answer and no mark shall uestion paper cum answer sheet (Objective) within the	l be given for
<ul> <li>The student shall v</li> <li>The student shall such act.</li> <li>Hand over the q</li> <li>(20 minutes / 10 mi</li></ul>	Instructions / Guidelines  Is twenty (20) / ten (10) questions.  Write the answer in the box where it is provided.  not overwrite / erase any answer and no mark shall uestion paper cum answer sheet (Objective) within the	l be given for

Scrutinizer's Signature

Examiner's Signature

Invigilator's Signature