

BACHELOR OF BUSINESS ADMINISTRATION
THIRD SEMESTER
ORGANISATIONAL BEHAVIOUR (REPEAT)
BBA – 301

**SET
A**

[USE OMR FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 20 min.

(Objective)

Marks: 20

Choose the correct answer from the following:

1×20=20

1. Which of the following is/are the key features of organization?
 - a. social invention
 - b. accomplishing goals
 - c. group efforts
 - d. all of these
2. _____ communication takes place through proper channels in the organization.
 - a. formal
 - b. informal
 - c. non-verbal
 - d. paralinguistic
3. Study of organization behaviour has certain basic assumptions. They are:
 - a. An industrial enterprise is an organization of people.
 - b. These people must be motivated to work effectively.
 - c. The goals of the employee and the employer may not necessarily coincide.
 - d. All of the above.
4. Organization Behavior is:
 - a. an interdisciplinary approach
 - b. a humanistic approach
 - c. total system approach
 - d. all of these
5. A manager with good _____ can make the workplace more pleasant.
 - a. Knowledge
 - b. experience
 - c. communication
 - d. Interpersonal skills
6. Which of these is/are the response(s) to perceptual process?
 - a. Thoughts
 - b. Feelings
 - c. Actions
 - d. All of the above
7. The perceptual process is influenced by the perceiver's:
 - a. Physical context
 - b. Social context
 - c. Past experiences
 - d. None of the above

8. What do we call it when we judge someone on the basis of our perception?
 - a. Stereotyping
 - b. Categorizing
 - c. Halo effect
 - d. Prototyping
9. What is the most relevant application of perception concepts to OB?
 - a. the perceptions people form about each other
 - b. the perceptions people form about their employer
 - c. the perceptions people form about their culture
 - d. the perceptions people form about society
10. Motivation is the process of stimulating people to accomplish _____.
 - a. Desired goals
 - b. Desired homework
 - c. Desired assignment
 - d. None of the Above
11. Contingency theories of leadership based upon _____.
 - a. That there is no single style of leadership appropriate to all situations
 - b. That there is a single style of leadership appropriate to all managers
 - c. That there is a single style of leadership appropriate to all situations
 - d. None of the above
12. _____ are the approaches to the study of leadership which emphasize the personality of the leader.
 - a. Contingency theories.
 - b. Group theories.
 - c. Trait theories.
 - d. Inspirational theories.
13. According to Frederick Herzberg, _____ are elements associated with conditions surrounding the job
 - a. hygiene factors
 - b. motivating factors
 - c. economic factors
 - d. environmental factors
14. The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.
 - a. Participative
 - b. Delegative
 - c. Authoritarian
 - d. All of the above
15. _____ need improves the confidence level of an employee when satisfied.
 - a. Social
 - b. Safety
 - c. Basic
 - d. Esteem
16. _____ and fringe benefits are no longer employees first priority
 - a. Wages
 - b. Bonus
 - c. Rewards
 - d. Promotions

17. Regarding leadership, which statement is false?
- a. Leadership does not necessarily take place within a hierarchical structure of an organization
 - b. When people operate as leaders their role is always clearly established and defined
 - c. Not every leader is a manager
 - d. All of the above
18. The Managerial Grid model was developed by _____
- a. Hersey and Blanchard
 - b. Fiedler
 - c. R. R Blake and J. Mouton
 - d. McKinsey
19. According to _____ employees love work as play or rest
- a. X theory
 - b. Y Theory
 - c. ERG Theory
 - d. None of the Above
20. Beliefs, attitudes, traditions and expectations which are shared by group members is called
- a. Group norms
 - b. Group communication
 - c. Group cohesiveness
 - d. Group structure

== ** ==

(Descriptive)

Time: 2 hr. 40 mins.

Marks: 50

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

1.

Case Study:

You are the supervisor of a large group of employees. Over the last few months, you notice that two of your employees, Bob and Jimmy, have not been getting along. They have been calling each other names and have been raising their voices at each other. You have ignored this up until now thinking, "Boys will be boys." But the situation has escalated now and you are afraid one of them will harm the other. Coworkers are starting to complain that they are afraid and that they can't concentrate with the disruptions. When you try to sit them down and talk to them, they are belligerent and tell you to stay out of the situation. They tell you this has nothing to do with work and they will handle it on their own. They get up and leave your office.

Based on the case discussed above please answer the following questions:

1. Define Group Dynamics? Do you think this is a violent situation? Why or why not? 3+3+4=10
2. Do you think disciplinary action is warranted? If so, identify the behavior or conduct that is inappropriate. What is your recommended action?
3. Would you consider terminating these employees if the behavior did not stop? If so, what precautions would you take to assure the safety of everyone involved?
2. a. What are the fundamental concepts of organizational behaviour? 4+3+3=10
b. Which factors determine an individual's personality?
c. Why are values and attitudes important in an organization?
3. What is the importance of perception in an organization? What are the factors that influence an individual's perception? 4+6=10
4. What are the stages to perceptual process? What are the barriers or distortions to a proper perception? 4+6=10
5. What is Behavioural Theory of Leadership? Discuss in detail one Behavioural Theory of Leadership? 2+8=10

6. What are the theories of Group Formation? Discuss the various types of groups? 10
7. Discuss the current trends – the challenges and opportunities in organizational behavior. 5+5=10
8. Leadership Process is situational in Nature? Elaborate the statement? 10