

**THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2022**  
(Regular/Improvement/Supplementary)

**BBA HONOURS**

**GBAH3B11T: ORGANIZATIONAL BEHAVIOUR**

**Time: 3 Hours**

**Maximum Marks: 80**

**PART A: Answer all the questions. Each carries 1 mark.**

**Choose the correct answer.**

1. The five personality traits as per Big Five Personality Traits are:
  - a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience
  - b) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
  - c) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
  - d) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going
2. Rahul is a software engineer in IT Company in Pune. He was happily married and had a two year old daughter. He performed very well during last two years and was due for promotion. But in an organization reshuffle, he was offered to move to Kolkata if he wants to avail promotion opportunity. After thoughtful consideration, he decided to decline the offer and decides to stay with his family in this current position in the company. Which need Rahul has satisfied in this example?
  - a) Alderfer's relatedness need
  - b) Maslow's esteem need
  - c) Alderfer's existence need
  - d) Maslow's Security need
3. A threatened strike action by a labour union to force the management to accept their demands is an example of which of the following power?
  - a) Referent power
  - b) Legitimate power
  - c) Reward power
  - d) Coercive power
4. In which stage of the conflict process does conflict become visible?
  - a) Illumination
  - b) Intentions
  - c) Behaviour
  - d) Cognition
5. .... is a systematic process of gathering, documenting and analysing data about a job to be done.
  - a) Job description
  - b) Job specification
  - c) Job analysis
  - d) Job delegation

**Fill in the Blanks.**

6. There are ..... different levels of Maslow's hierarchy of needs
7. Theory Z is proposed by.....
8. This type of power refers to 'an individual's or work unit's capacity to influence others by possessing knowledge or skills that they value. Name it.....
9. .... are used by the employees to translate their powerbases into specific actions.
10. The .....decision-making model describes a series of steps that decision makers should consider if their goal is to maximize the quality of their outcomes.

**(10 × 1 = 10 Marks)**  
**(PTO)**

**PART B. Answer any eight questions. Each carries 2 marks.**

11. Define Attitude. What are its components?
12. Write a short note on Chris Argyris's immaturity- maturity theory.
13. Vroom's Expectancy Theory of Motivation is based on three key variables, what are they?
14. State the causes of conflict during the forming stage of group formation.
15. Differentiate between a work group & a Team.
16. Explain interpersonal and intra individual conflict.
17. What is brainstorming technique? Is it an effective tool for coming up with creative ideas? Explain with examples
18. Do you think intuition is respected as a decision-making style? Do you think it should be? Why or why not?
19. Explain the term work life balance.
20. Discuss the concept of TQM.

(8 × 2 = 16 Marks)

**PART C: Answer any six questions. Each carries 4 marks.**

21. What are Erikson's stages of personality development?
22. Explain Porter and Lawler model of motivation.
23. Discuss how a formal group differs from an informal group. Also highlight the merits of formal and informal group in an organisation.
24. Distinguish traditional and modern view of the conflict. How is the conflict resolved?
25. Do you prefer to make decisions in a group or alone? What are the main reasons for your preference?
26. Explain the five different career stages for an employee.
27. What are the ways to support employee in career advancement in an organisation?
28. What is quality circle? What are the elements of quality circle?

(6 × 4 = 24 Marks)

**PART D: Answer any two questions. Each carries 15 marks.**

29. Explain the Hawthorne experiment conducted by Elton Mayo and give an account of its implications.
30. Define leadership. Explain Ohio Theory. "The results of the Ohio State Leadership studies indicated that there are two major dimensions of leadership behavior". What are they?
31. Why is organisational culture so important? Explain its dimensions and dysfunctions.

(2 × 15 = 30 Marks)