

**Write the following information in the first page of Answer Script before starting answer**

ODD SEMESTER EXAMINATION: 2020-21

Exam ID Number \_\_\_\_\_

Course \_\_\_\_\_ Semester \_\_\_\_\_

Paper Code \_\_\_\_\_ Paper Title \_\_\_\_\_

Type of Exam: \_\_\_\_\_ (Regular/Back/Improvement)

**Important Instruction for students:**

1. Student should write objective and descriptive answer on plain white paper.
2. Give page number in each page starting from 1<sup>st</sup> page.
3. After completion of examination, Scan all pages, convert into a single PDF, rename the file with Class Roll No. **(2019MBA15)** and upload to the Google classroom as attachment.
4. Exam timing from 10am - 1pm (for morning shift).
5. Question Paper will be uploaded before 10 mins from the schedule time.
6. Additional 20 mins time will be given for scanning and uploading the single PDF file.
7. Student will be marked as ABSENT if failed to upload the PDF answer script due to any reason

**BACHELOR OF BUSINESS ADMINISTRATION**  
**THIRD SEMESTER**  
**ORGANIZATIONAL BEHAVIOUR**  
**BBA-301**

**Duration : 3 hrs.**

**Full Marks: 70**

**Time : 20 min.**

( **PART-A: Objective** )

**Marks : 20**

*Choose the correct answer from the following:*

**1X20=20**

1. Work attitudes can be reflected in an organization through
  - a. Job satisfaction
  - b. Organisational commitment
  - c. Both 'A' and 'B'
  - d. None of the above
2. At the norming stage, the team is involved in defining \_\_\_\_\_
  - a. Goals
  - b. Roles
  - c. Relations
  - d. None of the above
3. The philosophy that guides an organization's policies towards its employees and customers is an important part of
  - a. Management strategy
  - b. Organization behaviour
  - c. Organizational culture
  - d. Organization development
4. A major problem with a task force type of management is
  - a. there is no logical basis for task force information
  - b. its status is too inflexible
  - c. accountability
  - d. lack of planning
5. \_\_\_\_\_ embodies a team concept, is based on the principle of mutual contribution by employer and employees
  - a. Autocratic model
  - b. Custodial model
  - c. Supportive Model
  - d. Collegial Model
6. \_\_\_\_ "Leadership motivates the people to work and not the power of money", this concept is related to
  - a. Autocratic model
  - b. Custodial model
  - c. Supportive Model
  - d. Collegial Model
7. The \_\_\_\_\_ is based on the environment. Though \_\_\_\_\_ like thinking, expectations and perception do exist, and they are not needed to manage or predict behaviour.
  - a. Behaviouristic approach, Cognitive processes
  - b. cognitive processes, behaviouristic approach
  - c. Social cognitive, behaviouristic approach
  - d. Cognitive processes, social cognitive approach

8. Unsafe acts can be reduced through all of the following methods except:
- a. Job rotation
  - b. Screening
  - c. Training
  - d. All of the above
9. A horizontal extension of the object to increase task variety is called:
- a. Job evaluation
  - b. Job enrichment
  - c. Job enlargement
  - d. Job rotation
10. A system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and Medicare is called.
- a. Encoding
  - b. Unemployment Compensation
  - c. Workers' Compensation
  - d. Social Security benefit
11. Employee evaluations are directly affected by a "supervisor's perceptions of who is believed to be in control of the employee's performance - the employer or the manager." This theory is known as
- a. Attribution Theory
  - b. Stereotype
  - c. Halo Effect
  - d. None of above options
12. We can define as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement.
- a. Organisational politics
  - b. Executing authority
  - c. Collective bargaining
  - d. Position power
13. 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
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15. The purpose of job enrichment is to
- a. expand the number of tasks an individual can do
  - b. increase job efficiency
  - c. increase job effectiveness
  - d. All of the given options
16. The problem-solving process begins with

- a. clarification of the situation
  - b. Establishment of alternatives
  - c. identification of the difficulty
  - d. isolation of the cause
17. The field of organisational behaviour examines such questions as the nature of leadership, effective team development, and
- a. Interpersonal conflict resolution; motivation of individuals
  - b. Organizational control; conflict management
  - c. Motivation of individuals; planning
  - d. Planning; development
18. The field of organisational behaviour is primarily concerned with
- a. The behavior of individual and groups
  - b. How resources are effectively managed
  - c. Control processes and interactions between organizations, external context
  - d. Both a and c
19. Which of the following is not correct for the organisational behaviour?
- a. Organisational behaviour is an integral part of management
  - b. Organisational behaviour is a disciplinary approach
  - c. Organisational behaviour helps in analysis of behaviour
  - d. "Organisational behaviour is goal-oriented
20. \_\_\_\_\_ are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems
- a. Employee Assistance Programs
  - b. Wellness Programs
  - c. Safety Programs
  - d. Managed health

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**( PART-B : Descriptive )**

**Time: 2 HRS 40 MINS**

**Marks : 50**

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

1. What is Organizational behavior? 3+4+3=10  
What is the purpose of studying organizational behavior?  
Write any three purposes.
  
  2. a. Is conflict good or bad? If it is good, how to create productive/healthy conflicts? 5+5=10  
  
b. Explain the Stages of Group Formation and also write the Importance/ Reasons for joining a Group.
  
  3. a. You are a manager who wants to improve performance in your team. With reference to two different theories, explain how an understanding of personality might help you practically. 5+5=10  
  
b. What is stereotyping? How does it affect the perception about an employee?
  
  4. a. "Motivation is an instinct or an inner urge to respond to a situation." Explain. 4+6=10  
  
b. Indicate the major similarities and differences between Maslow's and Herzberg's model.
  
  5. a. What is intellectual ability? List and explain any six intellectual abilities and their importance in the job performance of a "Human Resource Manager". 5+5=10  
  
b. What is the concept of perception? How is it formed?
  
  6. a. Differentiate between transactional and transformational leadership. 5+5=10  
b. Importance of the study of OB why has the study of organisational behaviour become a standard component of business.school programs?
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7. a. Distinguish between dissatisfaction, complaint and grievance. 5+5=10  
How can grievance affect an organization and its employees?  
b. How has globalization affected organizations and what is the impact on behavior of employees?
8. a. How can we show the value to Organizational Behaviour of systematic study? How we show the value to Organizational Behaviour of systematic study? 5+5=10

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b. Are the traits of leadership innate or acquired? Justify your answer also Comment on this statement "Leadership is situational".

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