

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: DECEMBER - 2024
SEMESTER - IV

Sub.: Organizational Behaviour - II (BBA15-415)

Date : 31/12/2024

Total Marks : 60

Time: 2.00 pm to 4.30pm

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

- Which of the following is NOT a key concept in group behavior?
 - Roles
 - Norms
 - Age of members
 - Status
- What is the primary factor influencing group cohesiveness?
 - Group size
 - Group conflict
 - Leadership authority
 - External pressure
- Team building exercises are most effective when
 - Conducted annually
 - Tailored to the team's needs
 - Focused only on leadership
 - Done in a competitive environment
- What is the primary characteristic of an autocratic leadership style?
 - High levels of employee participation
 - Centralized decision-making by the leader
 - Encouragement of innovation
 - Focus on long-term vision
- A primary function of leadership is to
 - Delegate all responsibilities to team members
 - Provide vision and direction
 - Avoid direct communication with followers
 - Focus only on administrative tasks

Q. 2. State True / False (05)

1. Change is often triggered by both internal and external forces.
a) True
b) False
2. Change always results in positive outcomes for organizations and employees.
a) True
b) False
3. An action plan should include clear objectives, timelines, and responsibilities.
a) True
b) False
4. Organizations only need to change when they experience a crisis
a) True
b) False
5. A one-size-fits-all change strategy is effective for all organizations.
a) True
b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Types of organizational conflict
2. Resistance to change
3. Leadership styles
4. Formal organizations
5. Team work

Q. 4. Answer in detail (Any Two) (20)

1. What are the key concepts that define group behavior in organizations? How do roles, norms, and status influence group dynamics?
2. What are the key ingredients of an effective team? How do trust and open communication contribute to team success?
3. What are the various types of leaders? Why is delegation an important technique for successful leadership?
4. What are the internal and external forces that drive organizational change?

Q. 5. Case study (15)

XYZ Corporation, a mid-sized technology company, announced its decision to relocate its headquarters from a bustling metropolitan area to a quieter suburban location, citing lower operational costs and increased office space. While the management viewed this move as an opportunity to enhance infrastructure and offer employees a more spacious and modern workplace, the announcement was met with significant resistance. Many employees expressed concerns about the longer commute, disruption to their routines, and the potential impact on their families. For some, the metropolitan area offered access to better schools, healthcare facilities, and social amenities, which they feared might be compromised in the new location. Others worried about losing the vibrancy and networking opportunities associated with working in a city.

In a town hall meeting, several employees voiced their apprehension, stating that the change felt abrupt and lacked adequate consultation. They also raised questions about potential relocation benefits, flexibility options, and whether their jobs would remain secure if they could not move. Rumors began circulating, further fueling anxiety and dissatisfaction. Team morale started to dip, and productivity saw a noticeable decline as uncertainty loomed over the transition.

Questions

1. What specific concerns and barriers are causing employees to resist the relocation, and how can management address these issues effectively?
 2. How can the organization foster trust and collaboration with employees during this transition to ensure their needs are considered and morale is maintained? Give your thoughts.
 3. What strategies can be implemented to minimize the impact of relocation on employee productivity and retention while achieving the company's objectives for the move?
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