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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: MAY- 2025

SEMESTER - II

Sub.: Organizational Behaviour (BBA22-211)

Date : 20/05/2025

Total Marks : 60

Time: 10.00am to 12.30pm

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

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

1. Organizational behavior is primarily concerned with
 - a) Human behavior in organizational settings
 - b) Financial performance of organizations
 - c) The environmental policies of organizations
 - d) Technological advancements in business
2. Organizational Behavior is crucial for
 - a) Improving workplace culture and employee satisfaction
 - b) Identifying market share
 - c) Limiting external competition
 - d) Focusing only on financial goals
3. Perception is important in an organization because it
 - a) Helps managers understand employee behavior and respond accordingly
 - b) Only affects the personal opinions of employees
 - c) Is irrelevant to decision-making processes
 - d) Relies on external market conditions
4. The halo effect in perception refers to
 - a) The external factors influencing perception
 - b) The way emotions impact decision-making
 - c) Making judgments based on a single trait or impression of a person
 - d) How social media affects employee perception
5. Which of the following is NOT a factor that influences perception?
 - a) Individual attitudes and beliefs
 - b) The context or environment in which perception occurs
 - c) Organizational culture and hierarchy
 - d) The company's financial performance

Q. 2. State True / False (05)

1. Perception involves the process through which individuals interpret and organize sensory information to give meaning to their environment.
 - a) True
 - b) False
2. Understanding perception is a simple task, anybody can easily do it.
 - a) True
 - b) False
3. Techniques like brainstorming, nominal group technique, Delphi technique, and consensus building are established methods used in group decision-making.
 - a) True
 - b) False
4. Various factors, such as individual differences, past experiences, cultural background, context, and sensory stimuli, influence perception.
 - a) True
 - b) False
5. Maslow's hierarchy lists the most basic needs people strive to satisfy first at the top of the pyramid.
 - a) True
 - b) False

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

1. Maslow's Hierarchy of Needs
2. Stages of Group Development
3. Determinants of Personality
4. Importance of group decision making
5. Factors influencing perception

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

1. What is the definition of group behavior? What distinguishes a formal group from an informal group?
2. What is the definition of motivation in the context of human behavior? What are the key components of motivation?
3. Can improving hygiene factors alone lead to employee motivation? Why or why not?
4. What are the primary characteristics of personality that make individuals unique? Why is understanding personality important in the workplace?

Q. 5. Case study (15)

The CEO of a mid-sized marketing company, Mr. White, has been criticized for his autocratic leadership style, which has led to a significant disconnect between employees and management. The company's creative team has long been frustrated with Mr. White's approach, as it leaves little room for collaboration or independent decision-making. Every project requires his approval before any action can be taken, making the work environment feel more like a dictatorship than a place for innovative thinking and teamwork.

One incident occurred when the marketing team was tasked with developing a new social media campaign for a major client. The team had prepared a comprehensive proposal, but Mr. White called for a last-minute meeting, stating that he had already "finalized" the campaign strategy himself. The team's ideas were dismissed without much discussion, indicating that Mr. White did not value input from his employees and expected them to execute his vision without question.

The atmosphere in the office has grown increasingly hostile, with employees no longer engaging in lively discussions or brainstorming sessions. Productivity has decreased, and there is a noticeable lack of passion in the office. One day, a group of employees from the marketing team and sales and customer service decided to address their concerns during a meeting with Mr. White, expressing their belief that an inclusive environment would improve creativity and job satisfaction. However, Mr. White dismissed their concerns, telling them that their role was to follow instructions and that his experience and knowledge far outweighed anything they could contribute.

As weeks went by, employee turnover began to increase, with talented individuals leaving the company for positions where they could contribute meaningfully. The company's culture, once dynamic and full of promise, now felt stifling and oppressive, leading to further disengagement. The company is at a crossroads, with a choice between

embracing a more inclusive and empowering leadership style or continuing down the path of stagnation and discontent.

Question

1. How does Mr. White's autocratic leadership style impact the creativity and motivation of the employees, and what long-term consequences might this have on the company's performance?
 2. What are the key reasons behind the employees' frustration with Mr. White's management approach, and how could these issues be addressed to improve morale and productivity?
 3. How does the lack of employee involvement in decision-making contribute to a decline in team dynamics and overall job satisfaction, and what steps could the company take to foster a more collaborative and empowering work environment?
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