

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: MAY - 2025

SEMESTER - III

Sub.: Organisational Behaviour (BBA23-311)

Date : 30/05/2025

Total Marks : 60

Time: 2.00 pm To 4.30 pm

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

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

1. Which of the following best describes the nature of the study of organisational behaviour?
 - a) An art
 - b) A science
 - c) An art as well as science
 - d) None of the above
2. Which of the following factors affect organisational behaviour?
 - a) Technology
 - b) People
 - c) Environment
 - d) All of the above
3. According to the scientists of organisational behaviour, how are the organisations?
 - a) Dynamic and ever-changing
 - b) Researching
 - c) Processing
 - d) Static
4. Which of the following is most accurate concerning communication?
 - a) Most communication is verbal
 - b) Most communication is in the vertical direction
 - c) Understanding is necessary for communication to take place
 - d) Most communication is written
5. Which of the following of an individual can change due to hard situations and external influence?
 - a) Attitude
 - b) Personality
 - c) Objective
 - d) Motivation

Q. 2. State True / False (05)

1. Maslow's Hierarchy of Needs consists of five levels, starting from physiological needs to self-actualization.
 - a) True
 - b) False
2. Personality refers to the unique and stable patterns of thoughts, behaviors, and emotions in an individual.
 - a) True
 - b) False
3. Cultural background has no influence on perception.
 - a) True
 - b) False
4. Herzberg's Two-Factor Theory states that hygiene factors alone are enough to motivate employees.
 - a) True
 - b) False
5. Locus of control, Machiavellianism, and self-monitoring are major personality attributes affecting organizational behavior.
 - a) True
 - b) False

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

1. Determinants of Personality
2. Maslow's hierarchy of needs
3. Group decision-making
4. Locus of control
5. Advantages of working in a group

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

1. What is a group? What is the difference between formal and informal groups?
2. What is motivation? Why is motivation important in the workplace?
3. Why is perception important in daily life? How does perception affect decision-making?
4. How does Organizational Behaviour help in conflict resolution? Give one example of how Organizational Behaviour helps managers.

Q. 5. Case study (15)

In a team of five senior professionals, each with over 15 years of industry experience, decision-making has become increasingly complex due to differing perspectives and strong individual convictions. While the team's collective experience is a valuable asset, it is also leading to frequent disagreements and delays when critical decisions need to be made. Each member brings their own well-established approach, influenced by their background, expertise, and past successes, which sometimes results in conflicting opinions and resistance to alternative ideas.

Discussions during meetings often turn into lengthy debates, as every member feels strongly about their viewpoint. Instead of reaching swift, collaborative decisions, the team spends a lot of time defending individual suggestions, making it difficult to find common ground. This lack of alignment is not only slowing down project timelines but also creating a subtle sense of frustration and tension within the group. The high level of expertise, which should ideally drive innovation and strategic thinking, is paradoxically becoming a barrier to consensus.

Moreover, the absence of a clear decision-making framework or a designated leader who can mediate and guide the discussion toward resolution adds to the confusion. Everyone expects to be heard and respected, but without a structured process, decisions are either postponed or made with reluctance, affecting the team's overall productivity and morale.

Questions:

1. What impact is the delayed decision-making having on project timelines, team morale, and overall productivity?
 2. How should the team approach decision-making in such a scenario? Can there be a defined process to resolve this issue?
 3. What do you want to say on collaborative input?
-