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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)(071)
B.Sc IN BUSINESS ADMINISTRATION(B.Sc.BA) (755)
EXAMINATION: DECEMBER - 2025
SEMESTER - III
Sub.: Organisational Behaviour (BBA23-311/BBA24-311/BSBA24-311)

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. Organisational Behaviour primarily studies _____.
 - a) Machine efficiency
 - b) Financial systems
 - c) Human behaviour at work
 - d) Market share
2. OB helps in _____.
 - a) Understanding individual behaviour
 - b) Eliminating communication
 - c) Creating conflict
 - d) Reducing teamwork
3. Which of the following is NOT a discipline contributing to OB?
 - a) Psychology
 - b) Sociology
 - c) Political science
 - d) Chemistry
4. Perception is important because it influences _____.
 - a) Work hours
 - b) Decision making
 - c) Financial planning
 - d) Technology adoption
5. Maslow's theory is also known as _____.
 - a) Two-factor theory
 - b) Hierarchy of Needs theory
 - c) Group theory
 - d) Motivation-hygiene theory

Q. 2. State True / False (05)

1. A group is defined as single individual.
a) True
b) False
2. Brainstorming technique is used for group decision making.
a) True
b) False
3. Biological factors is one of the determinants of personality.
a) True
b) False
4. Motivation is important to reduce morale.
a) True
b) False
5. Performing stage of group development means Initial confusion.
a) True
b) False

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

1. Importance of Organisational Behaviour
2. Factors influencing perception
3. Group development stages
4. Determinants of personality
5. Herzberg's two-factor theory

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

1. Define perception. Evaluate how faulty perception can lead to workplace conflicts.
2. State the importance of motivation in organizations.
3. What are the advantages of group decision-making techniques? Identify causes of conflict in group decision-making.
4. Define personality. Describe the major personality attributes influencing OB.

Q. 5. Case study (15)

At Novus TechWorks, a growing software development firm, the Development Team had recently begun feeling uneasy about their manager, Rohan. Over the past few months, Rohan had implemented a series of changes—reshuffling project responsibilities, modifying deadlines, and instituting new reporting formats. While his intention was to streamline productivity and prepare the team for a major upcoming client project, the employees perceived these actions very differently.

Many team members felt that Rohan was becoming increasingly controlling. They believed he no longer trusted their work and that the additional reporting requirements were a way of micromanaging them. Rumours spread that he was doing this to highlight mistakes and potentially justify replacing some employees. Misunderstandings deepened when he cancelled a long-planned team outing due to client pressure, which the team interpreted as a lack of concern for their well-being.

As tension grew, employees started withholding suggestions, avoiding discussions, and hesitating to share progress openly. The lack of transparent communication created a culture of suspicion. Productivity slowed, not due to workload, but because team members were emotionally withdrawn and hesitant to collaborate. Many doubted whether Rohan's decisions were truly in the team's interest or aimed at projecting his authority.

Sensing the distance but unaware of the assumptions behind it, Rohan arranged a brief meeting to explain the upcoming client expectations and the need for discipline. However, his message was misunderstood again—employees felt he was indirectly blaming them for inefficiency. Although he considered organising one-on-one conversations, he postponed them due to time constraints, unintentionally worsening the perception gap.

The issue remained unresolved. Despite everyone wanting smoother teamwork, the growing mistrust between the manager and employees continued to affect performance and communication.

Questions:

1. What factors contributed to the misunderstanding between the manager and employees?
2. How could the manager have communicated the changes more effectively?
3. What steps can the organisation take to rebuild trust within the team?