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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)(071)/
B.Sc IN BUSINESS ADMINISTRATION (B.Sc.BA) (755)
EXAMINATION: MAY - 2026
SEMESTER - III
Sub.: Organisational Behaviour (BBA23-311/BBA24-311/BSBA24-311)

Date : 26/05/2026**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. OB helps in
 - a) Ignoring employees
 - b) Understanding behavior
 - c) Reducing productivity
 - d) Avoiding communication
2. Perception is
 - a) Same for everyone
 - b) Unchanging
 - c) Fixed
 - d) Different for individuals
3. Maslow's theory is based on
 - a) Rewards
 - b) Punishment
 - c) Needs hierarchy
 - d) Leadership
4. OB is in nature.
 - a) Dynamic
 - b) Static
 - c) Rigid
 - d) Fixed
5. Which factor affects perception?
 - a) Attitude
 - b) Experience
 - c) Motive
 - d) All of the above

Q. 2. State True / False (05)

1. OB is important for understanding Human behaviour.
 - a) True
 - b) False
2. Motivation helps in reducing performance.
 - a) True
 - b) False
3. Performing is the first stage of group development.
 - a) True
 - b) False
4. First level of Maslow's needs is self esteem.
 - a) True
 - b) False
5. Groups are classified as formal and informal both.
 - a) True
 - b) False

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

1. Role of OB in modern organizations.
2. Perceptual errors
3. Maslow's theory
4. Group decision making
5. Determinants of Personality

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

1. Define Organisational Behaviour. Explain Autocratic model of OB.
2. Analyze role of perception in workplace. Differentiate internal and external factors of perception.
3. What is the importance of groups? Throw some light on Group Conflicts.
4. Define personality. What are the characteristics of a unique personality?

Q. 5. Case study (15)

Salmah has been working at ABS Corp for three years. She is known as a hardworking, disciplined, and dedicated employee who often contributes useful ideas. Based on her performance, she expected a salary increase, constructive feedback, and a promotion from management. However, the promotion was given to Ahmad, who is a close friend of her boss. Salmah feels that Ahmad's promotion was not based on merit, as she believes her own performance and skills are better than his. This situation led her to think that the decision may have been influenced by favoritism or even gender bias. As a result, her perception of her boss and Ahmad has become negative. Earlier, she was motivated and positive at work, but now she feels disappointed and unfairly treated. This change in perception has affected her attitude, making her less engaged, less motivated, and possibly less productive in her role.

Questions:

1. How can employee perception of bias or favouritism impact workplace motivation and performance?
 2. What HR practices can ensure transparency and fairness in promotion decisions?
 3. How should management address employee concerns related to perceived discrimination or inequity?
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