



BRAINWARE UNIVERSITY

Course – BBA

Organizational Behavior (BBA201/BBAC201)

(Semester – 2)

Time allotted: 3 Hours

Full Marks: 70

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*

(i) “Cognitive theory” of learning was given by

- | | |
|------------|-----------|
| a. Skinner | b. Pavlov |
| c. Tolman | d. Piaget |

(ii) -----is a relatively permanent change in behaviour that occurs as a result of experience

- | | |
|--------------------------|-------------|
| a. Behavior modification | b. Learning |
| c. Motivation | d. Skills |

(iii) Which is the proper progression in Maslow's hierarchy of needs?

- | | |
|---|---|
| a. Belonging, physical needs, safety, esteem, and self-actualization. | b. Physical needs, safety, belonging, esteem, and self-actualization. |
| c. Safety, physical needs, belonging, esteem, and self-actualization. | d. Physical needs, safety, belonging, self-actualization, and esteem |

(iv) Which of the "Big Five" personality factors involves whether a person is quiet and reserved or talkative and outgoing?

- | | |
|---------------------|-------------------------|
| a. Emotional style. | b. Interpersonal style. |
| c. Work style. | d. Expressive style. |

- (v) Designing a structure to assist in goal accomplishment is known as
- a. planning
 - b. Organizing
 - c. Coordinating
 - d. Commanding
- (vi) Organization Behaviour is not a /an
- a. separate field of study
 - b. Applied science
 - c. Normative science
 - d. Pessimistic approach
- (vii) Hygiene theory of motivation was given by- a) Vroom b) McClelland c) Alderfer d) Herzberg
- a. Vroom
 - b. McClelland
 - c. Alderfer
 - d. Herzberg
- (viii) The following is not a work related attitude-
- a. Job involvement
 - b. Job satisfaction
 - c. Organizational commitment
 - d. Perception
- (ix) Cognitive dissonance theory was proposed by
- a. M.J.Rosenberg
 - b. L. Festinger
 - c. C.E.Osgood
 - d. P.H. Tannenbaum
- (x) motivation theory earmarks that there are three basic needs
- a. Maslow's
 - b. ERG
 - b. Mc Clelland's
 - d. Vroom's Expectancy

Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

- 2. Discuss the contributing disciplines to OB. 5
- 3. What is the difference between organizational effectiveness & organizational efficiency? 5

- | | |
|--|---|
| 4. What are the stages of group development process? | 5 |
| 5. What is group dynamics? | 5 |
| 6. Define organization culture. | 5 |

Group – C

(Long Answer Type Questions)

3x 15 = 45

Answer any three from the following

- | | |
|---|----|
| 7. (a) Define leadership. What are the various types of leadership style? | 10 |
| (b) What do you think leaders are born or they are made? | 5 |
| 8. (a) What is the importance of Maslow's Need Hierarchy Model? | 8 |
| (b) Explain ERG Theory of motivation. | 7 |
| 9. (a) Explain managerial grid in relation to leadership with suitable examples. | 9 |
| (b) What is the difference between a leader & a manager? | 6 |
| 10. (a) Give the difference between formal & informal communication? | 5 |
| (b) What are the barriers of effective communication? | 6 |
| (c) What is the meaning of grapevine communication? | 4 |
| 11. (a) Define the term attitude. | 4 |
| (b) Do you think is there any relationship employee attitude & job satisfaction? Justify your answer. | 5 |
| (c) What is the meaning of Cognitive Dissonance Theory? | 6 |