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BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – M.Com.(BFA)-2024

Course Name – Organizational Theory and Behaviour

Course Code - MBF10101

(Semester I)

Full Marks : 60

Time : 2:30 Hours

[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)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify the primary focus of organizational behavior.
 - a) Financial management
 - b) Employee behavior
 - c) Production efficiency
 - d) Market analysis
- (ii) Determine the primary effect of positive emotions in the workplace.
 - a) Increased absenteeism
 - b) Higher job satisfaction
 - c) Reduced productivity
 - d) Increased conflicts
- (iii) Classify the term that refers to the study of individuals behavior in organizations.
 - a) Human Resources
 - b) Organizational Culture
 - c) Organizational Behavior
 - d) Business Management
- (iv) Identify the meaning of team dynamics -
 - a) Market trends
 - b) Team performance
 - c) Team interactions
 - d) Team leadership
- (v) Explain why emotional intelligence is important for leaders.
 - a) It improves financial management
 - b) It enhances technical skills
 - c) It helps manage relationships and inspire teams
 - d) It simplifies decision-making
- (vi) Explain how emotional intelligence influences team performance.
 - a) By reducing collaboration
 - b) By increasing conflicts
 - c) By improving interpersonal relationships
 - d) By decreasing job satisfaction
- (vii) Identify that organizational behavior examines -
 - a) Financial strategies
 - b) Employee behavior and interactions
 - c) Market competition
 - d) Production techniques
- (viii) Choose the impact of negative emotions on employee performance.
 - a) Improved creativity
 - b) Increased motivation
 - c) Decreased productivity
 - d) Enhanced team cohesion

- (ix) State why it is crucial for managers to understand team dynamics.
- a) To control costs
 - b) To predict market trends
 - c) To improve team performance
 - d) To increase turnover
- (x) Select insights into emotional intelligence to enhance leadership effectiveness.
- a) Reduce the need for feedback
 - b) Improve technical skills
 - c) Enhance the ability to inspire and manage teams
 - d) Increase work hours
- (xi) Identify which of the following is an example of a formal group in an organizational context
- a) A group of friends meeting for a social event
 - b) A project team working together on a specific task
 - c) A casual discussion among colleagues during a break
 - d) A support group formed by employees for personal issues
- (xii) The essential components of a group -
- a) Common goals, hierarchy, and formal rules
 - b) Shared interests, communication, and members
 - c) Leadership, strict organization, and competition
 - d) Cohesion, interaction, and interdependence
- (xiii) Select the components that represents a stable and enduring aspect of personality -
- a) Temporary emotions
 - b) Current interests
 - c) Personality traits
 - d) Recent experiences
- (xiv) Explain Chris Argyris theory of maturity.
- a) Transition from Immaturity to Maturity in Organizations
 - b) Role of Maturity in Economic Development
 - c) Social Maturity Theory
 - d) Organizational Inflexibility Theory
- (xv) Apply perceptual processes in decision making.
- a) Enhances Objectivity
 - b) Influences Bias
 - c) Removes Prejudice
 - d) Encourages Rationality

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Describe the Neo-classical approach to organizational theory. (3)
3. Describe the concept of transactional cost in organizational behaviour. (3)
4. Define organizational culture and its determinants. (3)
5. Assess the different roles performed by a manager. (3)
6. Evaluate the meaning of Group Dynamics. (3)

OR

Differentiate between individual behavior and group behavior.

(3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Identify the key models of Organizational Behaviour. (5)
8. Illustrate how the bases of power influence leadership effectiveness. (5)
9. Evaluate the role of organizational development in managing change. (5)
10. Criticize relationship between organizational culture and stress levels among employees. (5)
11. Discuss various organizational behavior models in detail. (5)
12. Explain the characteristics of attitudes and its components in detail. (5)

OR

Explain the nature of group decision-making and its techniques.

(5)
