BRAINWARE UNIVERSITY

Term End Examination 2024-2025
Programme – MCA-2024
Course Name – Organizational Behaviour
Course Code - MCA20301A
(Semester II)

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) Choose the primary goal of a team compared to a group.

   a) Individual achievement   b) Shared, specific objectives
   c) Casual interaction   d) Random discussions

(ii) Discover type of group typically has stronger cohesion.

   a) Formal groups   b) Teams
   c) Informal groups   d) Hierarchical groups

(iii) Predict type of leadership is common in teams.

   a) Autocratic   b) Rotating or shared leadership
   c) Hierarchical leadership   d) No leadership

(iv) Choose key characteristic of informal groups.

   a) Clearly defined roles   b) Organizational hierarchy
   c) Social interactions   d) Formal goals

(v) Record factor influences group dynamics the most in virtual teams.

   a) Body language   b) Digital communication tools
   c) Physical environment   d) Office location

(vi) Choose the most important aspect of group effectivenes.

   a) Individual performance   b) Clear group goals
   c) Number of members   d) Strict rules

(vii) Discover methodology is widely used in IT industry teams.

   a) Waterfall   b) Agile
   c) Bureaucratic   d) Hierarchical

(viii) Report tool that is commonly used for virtual collaboration in IT teams.

a) Microsoft Word
b) Slack
c) Paint
d) Notepad

(ix) Write the role of diversity in group effectiveness.

a) Increases conflict
b) Improves innovation
c) Reduces communication
d) Lowers productivity

(x) Predict type of feedback that is emphasized in Agile teams.

a) Annual
b) Continuous
c) Random
d) Delayed

(xi) Select out of the following _____ is a formal group.

a) Lunch groups
b) Project teams
c) Friends circle
d) Coffee break club

(xii) Test informal groups emerge based on_____.

a) Organizational structure
b) Shared interests
c) Job description
d) Manager's decision

(xiii) Infer_____ is a common challenge in managing informal groups.

a) Lack of productivity
b) Undermining formal processes
c) Strict rules
d) Defined responsibilities

(xiv) Estimate stage that involves conflicts and power struggle.

a) Forming
b) Storming
c) Norming
d) Performing

(xv) Devise the final stage of group development in temporary groups.

a) Performing
b) Storming
c) Adjourning
d) Norming

Group-B
(Short Answer Type Questions)
3 x 5=15

2. Explain leadership and examine its importance in an organization. (3)
3. Differentiate between formal and informal leadership. (3)
4. Sketch the characteristics of a good leader. (3)
5. Evaluate the term 'conflict resolution' in an organizational context. (3)
6. Summarize the term 'organizational politics'. (3)

OR

Select the five sources of power in an organization. (3)

Group-C
(Long Answer Type Questions)
5 x 6=30

7. Describe the significance of change management in organizations. How can managers address (5) resistance to change and ensure a smooth transition during organizational transformations?
8. Examine the comparison and contrast Human Relations Theory and Behavioral Management (5) Theory. How do they address employee performance and motivation differently?
9. What are the characteristics of effective teams in the IT industry? Analyse. (5)
10. Explain the role of leadership in managing group dynamics. (5)
11. How can organizations manage stress in group decision-making processes? Evaluate. (5)
12. Explain the consequences of stress on group performance. (5)

OR

Deduce the way organizations promote diversity and inclusion in teams.   (5)

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