



15564



## BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – BBA LL.B.-2022

Course Name – Organizational Behaviour

Course Code - BBALLB601

( Semester VI )

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 person who proposed Scientific Management approach.

- |                |                |
|----------------|----------------|
| a) Elton Mayo  | b) Henry Fayol |
| c) F.W. Taylor | d) A. Maslow   |

(ii) Identify the person who proposed Bureaucratic approach.

- |                |                |
|----------------|----------------|
| a) Elton Mayo  | b) Henry Fayol |
| c) F.W. Taylor | d) Max Weber   |

(iii) Select the determinants of structure of human mind.

- |              |                         |
|--------------|-------------------------|
| a) Id        | b) Ego                  |
| c) Super Igo | d) All of the mentioned |

(iv) Identify the primary nature of the organisation structure.

- |                                                                               |                                                                                       |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| a) The exact designated position of spaces and departments in an organisation | b) The policies created and implemented by the firm                                   |
| c) The way different resources are distributed                                | d) The manner in which activities are controlled and performed in a simplified manner |

(v) Select the name of the tool through which managerial functions are settled by managers.

- |                      |                    |
|----------------------|--------------------|
| a) Planning          | b) Decesion Making |
| c) Effective Control | d) Authority       |

(vi) Select the true assumption in Maslow Hierarchy of Needs.

- |                                                            |                                                                                             |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| a) Needs are dependent on culture and also on social class | b) Lower level needs should be partially satisfied before higher needs can affect behaviour |
| c) Needs have no relevance to hiearchy                     | d) All of the mentioned                                                                     |

(vii) Select the theory based on motivational process.

- |                          |                      |
|--------------------------|----------------------|
| a) Need hierarchy theory | b) Two factor theory |
|--------------------------|----------------------|

- c) Berg theory  
d) Expectancy theory
- (viii) Identify the reality and practical part of thinking.  
a) Ego  
b) Super ego  
c) Negative ego  
d) Id
- (ix) Select the environmental force that shapes personality.  
a) Gender  
b) Height  
c) Experience  
d) Brain Capacity
- (x) Identify the opposite term of Reinforcement in learning.  
a) Punishment  
b) Reward  
c) Appreciation  
d) None of the mentioned
- (xi) Select the method of measuring attitude.  
a) Opinion survey  
b) Interview  
c) Scaling techniques  
d) All of the mentioned
- (xii) Identify the phenomenon that shapes an individual behaviour.  
a) Social facilitation  
b) Attribution  
c) Persuasion  
d) None of the mentioned
- (xiii) Identify the name of the process where individuals organize and interpret their sensory impressions in order to give meaning to their environment.  
a) Interpretation  
b) Environmental analysis  
c) Outlook  
d) Perception
- (xiv) Select the name of the process where two people see the same thing at the same time yet interpret it differently.  
a) the perceivers  
b) the target  
c) the timing  
d) the context
- (xv) Select the communication that flows from subordinate to superior.  
a) Upward  
b) Downward  
c) Lateral  
d) Horizontal

#### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Describe monetary and non-monetary factors of motivation. (3)
3. Describe factors affecting employee growth. (3)
4. Discuss causes of low employee morale. (3)
5. Explain need for affiliation. (3)
6. Explain formal communication. (3)

OR

Explain types of conflict. (3)

#### Group-C

(Long Answer Type Questions)

5 x 6=30

7. Explain the factors those affect perception with examples from business organizational point of view. (5)
8. Explain ways of growing positive attitude towards organization. (5)
9. Explain confronting style of handling conflict. (5)
10. Evaluate the adjourning stage of group formation. (5)
11. Describe the concept 'Planning is looking ahead but control is looking back'. (5)
12. Evaluate the concept of positive conflict. (5)

OR

Distinguish between power and authority. (5)