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BRAINWARE UNIVERSITY

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Brainware University
398, Ramkrishnapur Road, Barasat
Kolkata, West Bengal-700125

Term End Examination 2025-2026
Programme – BBA(HM)-Hons-2023
Course Name – Organizational Behaviour
Course Code - BHM50112
(Semester V)

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) Find out the system that connects people in an organization.
a) Social system b) Legal system
c) Financial system d) Security system

(ii) Choose the external factor that affects organizational behaviour.
a) Employee age b) Office design
c) Economic trends d) Team size

(iii) Show the way OB helps during change.
a) Gives bonus b) Offers holidays
c) Supports smooth transitions d) Cuts salaries

(iv) Outline the way personality helps in team formation.
a) Encourages competition b) Assigns promotions
c) Builds team diversity d) Reduces employee count

(v) Show the biological element that explains personality through genes.
a) Brain b) Heredity
c) Biofeedback d) Hormones

(vi) Outline the role of culture in personality development.
a) It changes brain patterns b) It provides emotional maturity
c) It shapes values and responses d) It increases leadership ability

(vii) Find out the first step in the communication process.
a) Feedback b) Encoding
c) Message d) Idea formation

(viii) Show the meaning of decoding in communication.
a) Sending a message b) Ignoring a message
c) Interpreting the message d) Selecting the channel

(ix) Identify the reason feedback is important in communication.
a) It ends the message b) It confirms understanding

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c) It copies the message
d) It blocks noise

(x) Outline the effect of coercive power in the workplace.

a) Builds respect
b) Encourages team bonding
c) Creates fear of punishment
d) Promotes creativity

(xi) Outline the difference in the source of power and authority.

a) Both come from job title
b) Power comes only from rules
c) Power comes from personal traits, authority from position
d) Authority comes from informal networks

(xii) Choose the relationship that clearly represents formal authority.

a) Flexible peer influence
b) Informal collaboration
c) superior-subordinate reporting
d) Emotional bonding

(xiii) Which leadership style allows complete freedom to team members?

a) Autocratic
b) Democratic
c) Laissez-faire
d) Bureaucratic

(xiv) Who conducted the early study categorising leadership into 3 major styles?

a) Abraham Maslow
b) Kurt Lewin
c) Steve Jobs
d) Jeff Bezos

(xv) Outline the key feature of transformational leadership.

a) Depends on rules and procedures
b) Focuses on discipline and quick decisions
c) Encourages vision and personal growth
d) Allows all decisions by team only

Group-B

(Short Answer Type Questions) 3 x 5=15

2. What is organizational behaviour? (3)
3. Develop your answer on the three components of attitude. (3)
4. Explain the concept of communication in organisational behaviour. (3)
5. Develop your understanding of the impact of unfair reward distribution in organizations. (3)
6. Evaluate the contribution of servant leadership to positive workplace culture. (3)

OR

Evaluate source of power differentiation between a leader and a manager. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. How does OB improve the workplace? (5)
8. Develop your answer on the effect of direct experience on attitude. (5)
9. Explain various types of communication used in organisations. (5)
10. Classify common power tactics used in organisations. (5)
11. Classify the ways power is transferred in organisations. (5)
12. Compare democratic and autocratic leadership in decision-making effectiveness. (5)

OR

Justify the need for both leaders and managers in an organisation. (5)

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