



BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – BBA(HM)-Hons-2024

Course Name – Organizational Behaviour

Course Code - BHM40108

(Semester IV)

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 key idea behind Taylor's theory.
 - a) Standardizing relationships
 - b) Improving social morale
 - c) Improving productivity using scientific methods
 - d) Focusing on emotions
- (ii) Show the influence of Hawthorne Studies on workplace thinking.
 - a) Workers respond only to pay
 - b) Workers perform better when valued and observed
 - c) Workers improve only under strict rules
 - d) Workers dislike feedback
- (iii) Infer the main difference between Taylor's and Maslow's approach.
 - a) Taylor focused on job security, Maslow ignored it
 - b) Taylor promoted efficiency, Maslow emphasized motivation
 - c) Taylor prioritized human needs, Maslow ignored efficiency
 - d) Taylor focused on emotions, Maslow ignored it
- (iv) A department head gives employees complete freedom to plan their work and rarely interferes unless a major problem arises. Productivity varies widely among staff. Which leadership style does this represent?
 - a) Transactional leadership
 - b) Autocratic leadership
 - c) Laissez-faire leadership
 - d) Transformational leadership
- (v) Show a perceiver factor that affects perception.
 - a) Time
 - b) Novelty
 - c) Attitude
 - d) Background
- (vi) Outline the part of attitude that deals with feelings.
 - a) Behavioural component
 - b) Cognitive component
 - c) Affective component
 - d) Rational component

- (vii) Identify the steps in social learning.
- a) Listen, act, reward, forget
 - b) Focus, remember, do, reward
 - c) Plan, organise, evaluate, apply
 - d) Learn, forget, recall, act
- (viii) "A manager uses email to send a message to his/her employees"-Choose from the following options that best applies to.
- a) Decoding
 - b) Encoding
 - c) Channel selection
 - d) Message formation
- (ix) Show the meaning of decoding in communication.
- a) Sending a message
 - b) Ignoring a message
 - c) Interpreting the message
 - d) Selecting the channel
- (x) Outline the effect of coercive power in the workplace.
- a) It builds strong trust and long-term commitment among employees.
 - b) It encourages creativity and open communication.
 - c) It promotes compliance but may reduce morale and job satisfaction.
 - d) It increases employee autonomy and empowerment.
- (xi) Identify the company that was transformed under the leadership of Steve Jobs.
- a) Microsoft
 - b) Apple
 - c) IBM
 - d) Google
- (xii) Choose the method used to shift power temporarily.
- a) Promotion
 - b) Delegation
 - c) Demotion
 - d) Resignation
- (xiii) Outline the key benefit of Team Management style.
- a) Maintains strict discipline
 - b) Maximizes output by ignoring emotions
 - c) Balances results with employee care
 - d) Promotes leniency and flexibility
- (xiv) Who developed the Contingency Theory of Leadership?
- a) Fred Fiedler
 - b) Blake and Mouton
 - c) Elton Mayo
 - d) Peter Drucker
- (xv) What does the LPC scale measure?
- a) Position power
 - b) Task structure
 - c) Leadership style
 - d) Trustworthiness

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Compare the Classical and Human Relations approaches in Organizational Behaviour. (3)
3. Illustrate the impact of dissonance in the workplace. (3)
4. Explain the concept of communication in organisational behaviour. (3)
5. Compare power and authority in terms of their source, legitimacy, and influence. (3)
6. Justify the significance of transformational leadership in innovation-driven companies. (3)

OR

Explain Maslow's hierarchy of needs. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. How does Organizational behaviour complement organizational structure? (5)
8. Explain the role of perceiver-related factors in perception. (5)
9. Explain various types of communication used in organisations. (5)
10. Compare democratic and autocratic leadership in decision-making effectiveness. (5)
11. Assess the managerial strategies suggested by Porter and Lawler's theory for enhancing employee motivation. (5)

12. Compare cultural values and organisational policies in power flow. (5)

OR

Analyze gender and social background in power distribution. (5)

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