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Barasat, Kolkata- 700125

Term End Examination 2025-2026

Programme – BBA LL.B.-2022/BBA LL.B.-2023

Course Name – Organizational Behaviour/Organizational Behavior

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) Choose the right option: How does a 'Normative Science' like Organizational Behaviour differ from a 'Positive Science'?
- a) A normative science only describes cause-effect relationships, while a positive science prescribes solutions.
 - b) A positive science explains cause-effect relationships, whereas a normative science prescribes how to apply findings for acceptable results.
 - c) A normative science is value-free, while a positive science is centered on societal values.
 - d) There is no difference; the terms are used interchangeably in the text.
- (ii) What is the main principle of the 'Total System Approach' in Organizational Behaviour?
- a) Human behaviour should be studied in isolation from other factors.
 - b) Only the organization's structure and culture affect employee behaviour.
 - c) An individual's behaviour is a product of socio-psychological factors and should be studied in totality.
 - d) The financial system is the most important variable to consider.
- (iii) Select the correct option about the view of Organizational Behaviour related to the relationship between individual and organizational objectives.
- a) It emphasizes the achievement of individual objectives at the cost of organizational objectives.
 - b) It tries to integrate both types of objectives so that they can be achieved simultaneously.
 - c) It completely ignores individual objectives to focus solely on the company's profit.
 - d) It believes organizational objectives are secondary to the research objectives of OB scholars.
- (iv) Which of the following levels is not mentioned as a specific area where Organizational Behaviour analyzes human conduct?
- a) Interpersonal level
 - b) Organization level
 - c) Individual level
 - d) Global economic level

- (v) Choose the factor related to customer satisfaction that Organizational Behaviour most directly influences.
- The manufacturing cost and raw material quality
 - The geographical location of the retail outlet
 - The behavioural pattern shown by personnel while providing the product
 - The technological aspect of product production
- (vi) Select the primary consequence of failing to maintain a proper work-life balance.
- Increased financial incentives for the company
 - Improved organizational efficiency through longer hours
 - A reduction in the need for behavioural skills
 - Work stress that is injurious to employees
- (vii) Which statement best describes the 'Lack of Unified Theory' limitation in Organizational Behaviour?
- There is no single theory that can be empirically tested and applied to all human situations.
 - Most OB theories are based on economic principles rather than psychology.
 - OB theories are too simple to be applied to complex business models.
 - Unified theories are discouraged because they limit managerial creativity.
- (viii) What is the point of concern about 'Behavioural Bias' in management?
- It leads to an over-reliance on technology over human capital.
 - Managers might overemphasize employee satisfaction to the point of neglecting organizational output.
 - It causes managers to use unethical manipulation tactics.
 - Managers may ignore the needs of employees entirely.
- (ix) Choose the correct application of the 'Law of Diminishing Returns' in the context of Organizational Behaviour.
- Desirable behaviours should be increased indefinitely to maximize productivity.
 - There is an optimum level for desirable practices, beyond which effectiveness declines.
 - Organizational output decreases as soon as any new OB practice is introduced.
 - Increasing employee participation always leads to better results.
- (x) Select the challenge created by globalization that requires the application of Organizational Behaviour.
- Decreasing the need for technological innovation.
 - The need to handle unfamiliar languages, laws, and management styles across borders.
 - The elimination of the need for workforce diversity.
 - The reduction of competition in the local market.
- (xi) What strategy is suggested for managers to deal with workforce diversity effectively?
- Reducing the mix of people to ensure homogeneity.
 - Focusing only on the age of employees rather than race or gender.
 - Standardizing all cultures into one single organizational culture.
 - Promoting awareness, increasing diversity skills, and encouraging cultural and gender diversity.
- (xii) Which of the following is a way that Organizational Behaviour contributes to improving quality and productivity?
- By helping managers to empower their employees.
 - By replacing human workers with automated machinery.
 - By focusing strictly on financial audits.
 - By reducing the complexity of job designs.
- (xiii) What specific insight does Organizational Behaviour provide to help improve people skills?
- Designing jobs and creating effective teams.
 - Developing advanced software programming techniques.

- c) Calculating the financial return on investment.
- d) Improving the physical speed of the assembly line.
- (xiv) What strategy does Organizational Behaviour suggest for "Managing Work Force Diversity"?
- a) Ignoring cultural differences to treat everyone exactly the same.
- b) Promoting awareness, increasing diversity skills, and encouraging culture and gender diversity.
- c) Separating employees into homogeneous groups to avoid conflict.
- d) Hiring only people from the same demographic background.
- (xv) Which of the following is a consequence of organizations not helping employees achieve "Work-Life Balance"?
- a) Employees will become more productive due to fear of losing their jobs.
- b) The organization will be unable to retain its most talented employees.
- c) The organization will save money on benefits.
- d) It leads to a decrease in competition among employees.

Group-B

(Short Answer Type Questions)

3 x 5=15

2. What are the major limitations of Organizational Behaviour? (3)
3. Explain features that describe the nature of Organizational Behaviour. (3)
4. Explain the concept of motivation along with its components and process. (3)
5. How does Organizational Behaviour contribute to promoting innovation and work-life balance? (3)
6. Evaluate the positive and negative aspects of informal communication. (3)

OR

Assess the role of emotional and psychological barriers in communication breakdown. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Assess the impact of external factors on perceptual selectivity. (5)
8. Distinguish between formal and informal communication in organizations. (5)
9. Explain the interdisciplinary and applied nature of Organizational Behaviour. (5)
10. Compare the Autocratic and Supportive models of Organizational Behaviour. (5)
11. Compare the traditional Management Functions with Mintzberg's Managerial Roles. (5)
12. Explain the concept of perception and discuss its key features. (5)

OR

Assess the role of perception in influencing human behaviour in organizations. (5)

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