



**BRAINWARE UNIVERSITY**

**Term End Examination 2018 - 19**

**Programme – Bachelor of Business Administration**

**Course Name –Organisational Behaviour**

**Course Code – BBA201**

(Semester – 2)

**Time allotted:3 Hours**

**Full Marks : 70**

[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)

10 x 1 = 10

1. *Choose the correct alternative from the following*
  - (i) Which of the following is not correct for OB?
    - a. OB is a disciplinary approach
    - b. OB helps in analysis of Behaviour
    - c. Both a and b
    - d. None of these
  - (ii) Which of the following frameworks is used in the development of overall model of OB?
    - a. A cognitive Framework
    - b. A behaviouristic Framework
    - c. A social learning Framework
    - d. All of the above
  - (iii) A person who pauses to think about where he or she is headed in a career is likely which of the following personality types?
    - a. Type B personality
    - b. Machiavellianism
    - c. Type A Personality
    - d. External locus of control
  - (iv) Which of the following will effect an individual's perception?
    - a. Previous Experiences
    - b. Individual Needs
    - c. Sensory Limitations
    - d. All of the above
  - (v) The process by which the perception of a person is formulated on the basis of a single favourable or unfavourable trait or impression, where other relevant characteristic of that person are dismissed is defined as :
    - a. Stereotyping
    - b. Halo Effect
    - c. Angel Effect
    - d. None of these
  - (vi) Which of the following theory is proposed by Maslow?
    - a. Theory X and Theory Y
    - b. Hierarchy of Needs
    - c. ERG theory
    - d. Cognitive Theory

- (vii) The motivation- Hygiene theory was developed by -  
 a. Hawthorne  
 b. Herzberg  
 c. Maslow  
 d. None of these
- (viii) Bureaucracy theory was proposed by :  
 a. Weber  
 b. Fayol  
 c. Taylor  
 d. Handy
- (ix) Competitive Techniques that set one organization apart from other is known as its-  
 a. Goals  
 b. Mission  
 c. Vision  
 d. Strategy
- (x) Groups created by managerial decision in order o accomplish stated goals of the organization are called -  
 a. Formal Groups  
 b. Informal Groups  
 c. Task Groups  
 d. None of these

### Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

2. State and Explain Cognitive Dissonance Theory of Attitude formation. 5
3. State and Explain ERG theory 5
4. Differentiate between Transactional and Transformational Leadership. 5
5. Write a short note on Johari Window 5
6. Enumerate the importance of team building in an organization. 5

### Group – C

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

7. (a) Define Motivation 5  
 (b) State and explain Herzberg’s Motivation- Hygiene Theory. 10
8. (a) Define Perception 5  
 (b) State and explain the different barriers to social perception 10
9. Illustrate and Elucidate upon The Big Five Model of Personality. 15
10. Describe Henry Fayol’s fourteen principles of Management. 15
11. Write short Notes on the following : 15
  - Transformational Leadership
  - Change Management
  - Determinants of Job Satisfaction