Dr. Babasaheb Ambedkar Open University
Term End Examination December – 2019

Course	**:**	**BBA/DBA**	**Date**	**:**	**07-Jan-2020**
Subject Code	**:**	**BBA-204(NEW)/DBA-204**	**Time**	**:**	**11:00am to 02:00pm**
Subject Name	**:**	**Organizational Behavior**	**Duration**	**:**	**03 Hours**
			Max. Marks	**:**	**70**

Section A

Answer the following (Attempt any three) **(30)**

1. Environment plays a major role in shaping behavior and personality. – How?
2. Differentiate between group and team.
3. What Causes Positive Work Attitudes?
4. Write a note on: Maslow's need hierarchy.
5. Which are the advantages of group decision making?

Section B

Answer the following (Attempt any four) **(20)**

1. Discuss the importance of organisational behavior.
2. Why is it important to study human behaviour in organisation behaviour?
3. Which are the reasons behind group formation?
4. What do you understand by synergy and cohesion?
5. Differentiate between narrow and wider span of control.
6. Write a short note on: Stages of group development process.

Section C

Part – A (Multiple Choice Questions) **(10)**

1 Teams occur when a number of people have _____ and recognise that their personal success is dependent on the success of others.

A Similar jobs B The same manager
C A common goal D A shared work environment

2 In the Tuckman model, groups at the _____stage develop guidelines and standards of acceptable behaviour.

A Forming B Storming
C Norming D Adjourning

3 According to Douglas, people management skills are the _____ types of skills.

A Formal B Direct and honest
C Natural D More difficult and rare

4 Groups which are formed as the consequence of organisational structure and work division are known as:

A informal groups B target groups
C operational groups D formal groups

5 Reasons for the formation of groups include:

A The performance of certain tasks which can be performed only through combined efforts of individuals working together.

B The provision of protection for its membership.

C The provision of guidelines on generally acceptable behaviour.

D All of the above

6 Aldefer and McClelland are two examples of _____ theories of motivation.

A Equity

B Process

C Expectancy

D Content

7 Maslow suggests that human needs are arranged in a series of levels, a hierarchy of importance. Which of the following statements are relevant to Maslow's hierarchy of needs theory?

A The hierarchy is not necessarily in a fixed order

B A satisfied need is no longer a motivator

C A need is not necessarily fully satisfied before a subsequent need arises

D All of the above

8 According to Mitchell, the purpose of motivational theories is to:

A Change behaviour

B Predict behaviour

C Organise behaviour

D Control behaviour

9 A common definition of Organisational Behaviour is that it is the study of:

A Individual behaviour

B Patterns of organisational structure

C Group behaviour

D All of the above

10 Which of the following is not a characteristic of an effective work group?

A A belief in shared aims and objectives.

B The open expression of feelings and disagreements.

C The resolution of conflict by members themselves.

D A sense of commitment by individual member's to their own goals and objectives.

Part – B (Do as Directed) **(10)**

State Weather the Following Statement are True or False

1 Each and every job must be properly classified and grouped.

2 Organizations have been set up to fulfill the needs of the people.

3 Human behaviour is very much unpredictable.

4 When an employee works in an organization, it takes care of that person by making him effective, as a worker and as a person.

5 Understanding present behaviour is important for developing effective human skills, and it also provides a framework for predicting behavior.

6 Ego represents conscious stage in one's behavior.

7 There is always a link between id, ego and superego.

8 Informal groups are established by the organization to do its work and usually are included in the organization chart.

9 Herzberg theory separated these 5 needs in two categories.

10 Autocratic leaders are the leaders by authority.