

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: JUNE - 2022
SEMESTER - III
Sub.: Organizational Behavior - I (BBA15-313)

Date : 24/06/2022

Total Marks :60

Time: 2.00 pm to 4.30 pm

- Instructions:** 1) The paper consists of two sections I and II.
 2) All questions are compulsory.

SECTION -I

- Q. 1. Answer in Detail. (Any Two) (20)**
- 1 Explain scientific management theory.
 - 2 What is stress management? What are the causes of stress in an organization?
 - 3 What is the concept of motivation? Explain Maslow's theory of needs.
 - 4 Define perception and what are the factors influencing perception?
- Q. 2. Write short notes: (Any Two) (10)**
- 1 Attitude
 - 2 Type A & Type B personality
 - 3 Stereotyping
 - 4 Job satisfaction

SECTION -II

- Q. 3. Choose the most appropriate option. (20)**
- 1) The dimension of Big 5 personality traits
 - a) Agreeableness
 - b) Openness
 - c) Conscientiousness
 - d) All of the above
 - 2) Some people strongly believe that each person has control of his own life. This is.....
 - a) Internal locus of control
 - b) Authoritarianism
 - c) Conscientiousness
 - d) All of the above
 - 3) Which of these suggestions is an effective way to deal with stress?
 - a) Meditation
 - b) Exercise
 - c) Talking with others
 - d) All of the above
 - 4) is the characteristic of Meyers-Briggs Type Indicator
 - a) Self-help assessment test to identify personality type
 - b) Attitude management test
 - c) Stress management test
 - d) Mathematics test
 - 5) refers to an individual propensity to manipulate people.
 - a) Locus of Control
 - b) Introversion
 - c) Machiavellianism
 - d) All of the above
 - 6) individuals are aggressive, ambitious, controlling, highly competitive, preoccupied with status, workaholics, hostile, and lack patience. people are relaxed, less stressed, flexible, emotional, and expressive
 - a) Type A, Type C
 - b) Type A, Type B
 - c) Type C, Type D
 - d) Type B, Type C

- 7)is a way of learning that allows individuals to learn from the experience of others.
- a) Vicarious learning
 - b) Tutorials
 - c) Process training
 - d) None of the above
- 8) Who Framed social learning theory?
- a) FW Taylor
 - b) Albert Bandura
 - c) Max Webber
 - d) None of the above
- 9) Immaturity to maturity theory was developed by
- a) Chris Argyris
 - b) Albert Bandura
 - c) Max Webber
 - d) None of the above
- 10) Attitude is learned through.....
- a) Family and Peer groups
 - b) Mass communication
 - c) Neighborhood
 - d) All of the above
- 11) In Maslow's hierarchy needs which of the following pair of needs is ranked as "lower-order needs"?
- a) Social need
 - b) Insurance
 - c) Physiological
 - d) All of the above
- 12) believes that employees dislike work.
- a) X theory
 - b) Z theory
 - c) Y theory
 - d) None of the above
- 13)is the consequence of job satisfaction
- a) Productivity
 - b) Job stress
 - c) Low employee turnover
 - d) All of the above
- 14) What are the three components of the expectancy theory of motivation?
- a) Experience, Ego, and valence
 - b) Ego, super-ego, and valence
 - c) Expectancy, instrumentality, and valence
 - d) None of the above
- 15) Myers -Briggs identifiedpersonality types
- a) 16
 - b) 20
 - c) 15
 - d) 55
- 16) is the barrier to change.
- a) Prior commitments
 - b) Insufficient information
 - c) Both A and B
 - d) Neither A nor B
- 17) John is going for a run to increase his chances of winning a competition. John's motivation is.....
- a) Intrinsic
 - b) Extrinsic
 - c) Both A and B
 - d) Neither A nor B
- 18) Classical conditioning theory of learning was proposed by
- a) Ivan Pavlov
 - b) Elton Mayo
 - c) Henry Fayol
 - d) BF Skinner
- 19) Theory X and TheoryY was developed by
- a) Max Webber
 - b) Voomer
 - c) FW Taylor
 - d) Douglas McGregor
- 20)is the founder of operant conditioning.
- a) B.F. Skinner
 - b) Henry Fayol
 - c) Ivan Pavlov
 - d) None of the above

Q.4. Case study

(10)

Wipro Limited launched Fit for Life, a comprehensive well-being program for its employees, today. "The objective of the program is to evaluate and improve well-being, both physical and mental, the quotient of employees as well as integrate all current well-being initiatives under the umbrella to strengthen it further", a Wipro release said.

Commenting on the initiative, Girish Paranjpe, joint CEO and Executive Director, Wipro Limited, said, "Employee well-being is of paramount importance to us. Fit for Life is yet another initiative in this direction. Companies need to have such initiatives as they will become hygiene factors in the choice of employers in the future." Some of the initiatives to be rolled out in the coming weeks are onsite health check camps across locations, promotion of healthy habits, anti-smoking awareness campaigns, stress management camps, meditation and yoga, various awareness campaigns on asthma and allergy, skincare, headache disorder, and alcohol. A study by PWC on well-being across 32 companies globally states well-being programs adopted by companies make them a more attractive place for people to work and improve employee engagement levels with the organization apart from the primary benefit of increasing well-being levels among employees, it said.

Question :

1. Why did Wipro launch the Fit for Life program?
2. What does the study of PWC indicate?
3. Which factors become hygiene factors for employees?
4. According to you, what is an employee's well-being program?
5. Suggest some stress management strategies to Wipro.
