

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: DECEMBER - 2022
SEMESTER - III

Sub. : Organisational Behaviour - I (BBA15- 313)

Date : 22/12/2022

Total Marks : 60

Time: 2.00pm to 4.30pm

- Instructions:** 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

- Adam's Equity Theory is also known as
 - Equity Theory of Motivation
 - Equal Motivation
 - Equity
 - Motivational equity
- Autocratic, Transformational, democratic, transactional are called as _____.
 - Qualities of a leader
 - Qualities of an employee
 - Qualities of a teacher
 - None of these
- Formal, informal, command, task, interest are all types of _____.
 - Groups
 - Families
 - Friends
 - None of these
- The first stage of Maslow's theory is
 - Safety needs
 - self actualization
 - physiological needs
 - Esteem
- These are considered as Qualities of a leader.
 - Communicative, Empathy
 - Inspirational, Confident
 - Both a & b
 - Only a

Q. 2. State True / False (05)

- Abraham Maslow is the pioneer to define the theory of equity.
 - True
 - False
- A number of people who are connected by some shared activity, interest, or quality is called a group.
 - True
 - False
- The big 5 personality has 3 attributes.
 - True
 - False
- Motivation is an internal process that makes a person move toward a goal.
 - True
 - False
- The top most stage in Maslow's Hierarchy of needs theory is Esteem.

a) True

b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Characteristics of Personality
2. Leadership styles
3. Qualities of a leader
4. Foundations of OB
5. Decision Making

Q. 4. Answer in detail (Any Two) (20)

1. Distinguish between leader & manager
2. How can creativity be a part of decision making? Explain.
3. Discuss the various Decision Making Styles in detail.

Q. 5. Case study (15)

1. Kapoor hotel is a 3-star hotel providing lodging and boarding. It is a renowned hotel for its service. The business is good. Workers, numbering 87 in all, are happy because Mr. Kapoor takes care of them. There is no strike or work-stoppage for last several years. Mr. Kapoor is now 65 and a patient of diabetes and Blood Pressure.

Mr. Kapoor cannot attend day to day administration of the hotel. He then appointed a manager. The manager could not control the situation and there was discontent among workers. The workers approached Mr. Kapoor and requested him to look into. But Mr. Kapoor is aged and wants to dissociate from business activity.

He then terminated the manager and sold the hotel to Vikram group of hotels. The new owner said he would not take old employees and recruit fresh employees. When the workers agitated, the new owner agreed to consider them if they apply and appear for interview and pass the test. The workers refused this and demanded that all workers must be taken over by the new owner. The workers staged a dharana (Strike) outside the hotel.

Questions:

1. Give a suitable title to the case and justify your title.
2. What would be your advice to workers?
3. What would be your advice to new management?