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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION : DECEMBER - 2022
SEMESTER - IV

Sub. : Organizational Behaviour - II (BBA15- 415)

Date : 29/12/2022

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)

1. A group of people who work independently towards some purpose

a) Organization	b) Rotary Club
c) Lions Club	d) Family

2. How many stages are there in group development?

a) 4	b) 5
c) 6	d) 3

3. Who reports to whom and who is responsible for what is understood by

a) Organisational Structure	b) Leadership style
c) Teams	d) Managing

4. This is the first stage in group development, characterized by much uncertainty.

a) Storming	b) Norming
c) Snoring	d) Forming

5. Leadership is _____ in nature.

a) Temporary	b) Periodical
c) Six monthly	d) Yearly

Q. 2. State True / False (05)

1. The first stage of Maslow's Hierarchy of needs theory is Safety.

a) True	b) False
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2. Scarcity of resources in the organization can be the reason for inter-departmental conflict.

a) True	b) False
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3. Performing is the last stage in group development.

a) True	b) False
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4. The first stage of group development is called Storming.

a) True	b) False
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5. Adam's Equity Theory is also known as the Equity Theory of Motivation.

a) True	b) False
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Q. 3. Write Short notes on (Any Three) (15)

1. Characteristics of an effective team
2. Foundations of OB
3. Groups
4. Stages of group development
5. Qualities of a leader

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

1. Who is better - A leader or a manager? Give valid reasons for the same.
2. Why is it important to have a proper organizational Structure? Give its benefits.
3. Discuss all leadership styles in detail.

Q. 5. Case study (Any One) (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 BP. 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:

- i) What would be your advice to workers?
 - ii) What would be your advice to new management?
 - iii) Give a suitable title to the case and justify your title.
2. Ms Rita Goel worked for 10 years in the sun-fast biscuit company. She joined recently Parley Biscuits company as a Production Manager. She was supposed to attend a routine department heads meeting last Friday at 4.30pm, which was presided over by the managing director of the company. She did not attend the meeting as there was no formal or informal communication to her. The managing director did not like her absence as there were many important points to be discussed regarding production department.

Ms Rita Goel was called by the MD the next day and was asked to give an explanation for her absence. She replied that there was communication with this regard. Hearing this, the Personal Secretary said that it was a routine meeting and that such information is never sent to any department head. But all other heads except Ms. Rita attended the meeting. The MD spent a lot of time to find out the culprit behind this incidence. But he did not succeed.

Questions:

- i) Do you find it a communication gap problem?
- ii) What is the main problem in this case?
- iii) Who is responsible for the occurrence of such a mistake?