

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: DECEMBER - 2023

SEMESTER - III

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

Date : 15/12/2023

Total Marks : 60

Time: 2.00pm to 4.30pm

- Instructions:** 1) All questions are compulsory.
2) Figures to the right indicate full marks.
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Q. 1. Choose the most appropriate option. (05)

1. What is perception?
a) The process of organizing and interpreting sensory information
b) The act of sensing the environment
c) The transmission of luggage
d) The physiological response
2. The perception of the size of an object remaining constant despite changes in its retinal image size is known as:
a) Size constancy
b) Shape constancy
c) Color constancy
d) Brightness constancy
3. According to Maslow's hierarchy of needs, which needs must be satisfied first before higher-level needs can be addressed?
a) Safety
b) Physiological
c) Social
d) Esteem
4. In the context of motivation, what does the term "extrinsic motivation" refer to?
a) Internal desires and passions
b) Behavior driven by external rewards or punishments
c) Inherent satisfaction derived from the activity itself
d) Motivation originating from personal growth and fulfillment
5. Which of the following is a factor that can influence job satisfaction?
a) Job security
b) Commute time
c) Personality traits
d) All of the above

Q. 2. State True / False (05)

1. The term "organizational culture" refers only to the physical layout of an office space.
a) True
b) False
2. Organizational behavior is the study of individual behavior only within an organizational context.
a) True
b) False
3. The overall attitude that individuals have toward their organization as a whole is known as Organizational commitment.
a) True
b) False
4. There is one best leadership style for all situations.
a) True
b) False
5. Money is the only effective motivator for employees.
a) True
b) False

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

1. Attitudes
2. Trait Theory
3. Determinants of Personality
4. Decision Making
5. Perception

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

1. How can creativity be a part of decision making? Explain.
2. What are the various sources of stress? Discuss any 2 coping strategies for stress.
3. Explain Maslow's theory of Motivation with the help of a neat diagram.

Q. 5. Case study (15)

XYZ Corp, a mid-sized company known for its innovative products and collaborative work environment, has recently been facing a noticeable decline in employee motivation. The once-vibrant office atmosphere now seems to be overshadowed by a pervasive sense of apathy and disengagement.

Symptoms:

Decreased Productivity: Productivity levels have dropped, with employees failing to meet deadlines and deliver work up to their usual standards.

Increased Absenteeism: The number of sick leaves and unplanned absences has seen a notable increase, suggesting a lack of enthusiasm to come to work.

Lack of Initiative: Employees are no longer taking initiatives or contributing ideas during team meetings, reflecting a decline in their sense of ownership and engagement.

High Turnover: Talented employees, once considered the backbone of the company, have started seeking opportunities elsewhere, leading to an alarming increase in turnover.

Questions:

What can be done to rekindle the motivation of company's workforce?
What impact will low motivation and morale have on the organization?

Solve the above case using the below mentioned steps.

- Facts of the case
- SWOT Analysis
- Assumptions
- Question Answers
- Title the case