

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

EXAMINATION: DECEMBER - 2023

SEMESTER – II

Sub.: Organizational Behaviour (BBA22-211)

Date : 19/12/2023

Total Marks : 60

Time: 2.00 pm To 4.30 pm

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

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

1. Abraham Maslow's Hierarchy of Needs comes under _____ theory.
a) Systems
b) Motivational
c) Hygiene
d) None of the above
2. Formal, informal, command, task are all _____ of groups.
a) Patterns
b) Qualities
c) Types
d) Nature
3. _____ refers to the behaviour of individuals & groups within the organization.
a) Organisational development
b) Organisational Behaviour
c) Organisational Identity
d) None of the above
4. Extraversion, agreeableness are a part of _____.
a) big seven personality model
b) Big personality model
c) Big five personality model
d) Small personality model
5. A Personality is the _____ appearance.
a) internal
b) external
c) mental
d) none of the above

Q. 2. State True / False (05)

1. Organisational behavior is the study of human behavior.
a) True
b) False
2. Brainstorming includes a group of people, sitting around a table, producing ideas in the form of free association.
a) True
b) False
3. Organisational behavior is neither science nor art.
a) True
b) False
4. A group has the potential to collect complete information, compared to an individual, while making decisions.
a) True
b) False
5. Motivation is an internal process that makes a person move toward a goal.
a) True
b) False

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

1. Types of perception
2. Foundations of OB
3. Big five personality model
4. Types of groups
5. Characteristics of Personality

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

1. Discuss in detail Group decision making. Differentiate between Individual and Group Decision making.
2. Explain in detail the nature and characteristics of organisational Behaviour.
3. Define motivation. Explain Abraham Maslow's Motivational Theory in detail.

Q. 5. Case study (15)

1. Salmah, is s 3 years experienced employee in ABS Corp. Diligent, hardworking, disciplined and ideas contributor employee in the company. She expected good pay, feedback and next promotion from her top management. However, the one who get promoted is Ahmad who is a good friend to her boss.

She believed Ahmad's promotion is not based on his performance and skill as Salmah believes that his skill and performance is not as high as hers. Salmah makes a perception where her boss discriminates her based on sexism by letting Ahmad get promoted. Salmah began to change from positive to negative attitude as her perception towards Ahmad and her boss becomes negative.

Question:

With reference to the case, Salmah may have made wrong perception towards her boss's decision. Discuss the possible decision that Salmah could take in order to provide her with more accurate perception.

Solve the above case using following steps.

- Step 1: Write down facts of the case
 - Step 2: SWOT analysis of the case
 - Step 3: Give your assumptions
 - Step 4: Answer the questions
 - Step 5: Title the case
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