

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)**  
**LOGISTICS AND SUPPLY CHAIN MANAGEMENT/  
AVIATION MANAGEMENT**  
**EXAMINATION : JUNE - 2024**  
**SEMESTER - II**

**Sub.: Organizational Behavior (BBA23-AVLS 212)**

**Date : 05/06/2024**

**Total Marks : 60**

**Time: 10.00 am to 12.30 pm**

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

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

1. What is the significance of organizational behavior in modern workplaces?  
a) Understanding employee behavior                      b) Maximizing profits  
c) Achieving technological advancements              d) Enhancing legal compliance
2. Which factor plays a crucial role in shaping management practices and employee behavior?  
a) Organizational culture                                      b) Financial resources  
c) Employee hierarchy    d) Government regulations
3. What is the primary purpose of motivation in the workplace?  
a) Improving positive body image                      b) Reducing employee turnover  
c) Enhancing employee satisfaction                      d) Eliminating job roles
4. What is a common barrier to effective communication in organizations?  
a) Transparent policies                                      b) Active listening  
c) Cultural diversity    d) Regular feedback sessions
5. How do groups contribute to organizational success?  
a) By promoting individualism                              b) By creating conflicts  
c) By fostering teamwork                                      d) By increasing hierarchy

**Q. 2. State True / False (05)**

1. Values, attitudes, and beliefs have little impact on individual behavior in organizations.  
a) True    b) False
2. Theories of motivation provide insights into why people behave the way they do at work.  
a) True    b) False
3. Effective communication is crucial for reducing misunderstandings and conflicts in organizations.  
a) True    b) False
4. Leadership styles have no influence on organizational culture and employee morale.  
a) True    b) False
5. Stress in the workplace can be beneficial for enhancing productivity.  
a) True    b) False

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

1. Different leadership styles
2. Nature of Organizational Behavior
3. Stages of group formation and development
4. Factors influencing the Perceptual Process
5. Source of conflict in organization

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

1. What are the main challenges faced by organizations in the changing world of work, and how can they be addressed effectively?
2. Explain the concept of personality and its impact on managerial effectiveness.
3. Explain any two theories of motivation and their application in the Indian managerial context.
4. Explain communication process and strategies for effective communication.

**Q. 5. Case study (15)**

An organization is experiencing high turnover rates among its employees, leading to decreased productivity and morale. Upon investigation, it is revealed that employees are feeling stressed due to conflicts with their supervisors and resistance to change within the organization.

**Question**

1. How do stress and conflicts impact individual employees and organizational performance in this case?
  2. What strategies can managers employ to resolve conflicts between employees and supervisors effectively?
  3. How can the organization implement stress management techniques to improve employee well-being and reduce turnover rates?
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