

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

EXAMINATION: MAY- 2024

SEMESTER - III

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

Date : 29/05/2024

Total Marks : 60

Time: 2.00 pm 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. Which of the following factors can influence perception?

a) Personality	b) Age
c) Culture	d) All of the above
2. 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
3. What is the halo effect in perception?

a) Tendency to focus on information that confirms existing beliefs	b) Tendency to perceive someone positively in one area based on their performance in another area
c) Tendency to attribute one's own characteristics to others	d) Tendency to attribute others' behavior to external factors
4. What is motivation

a) The process of setting goals	b) The drive to achieve a desired outcome
c) The ability to work without supervision	d) The level of intelligence
d) The level of intelligence	
5. 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

Q. 2. State True / False (05)

1. The overall attitude that individuals have toward their organization as a whole is known as Organizational commitment.

a) True	b) False
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2. There is one best leadership style for all situations.

a) True	b) False
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3. The term "organizational culture" refers only to the physical layout of an office space.

a) True	b) False
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4. Money is the most effective motivator for all individuals in the workplace.

a) True	b) False
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5. The Big Five personality model includes the dimensions of openness to experience, agreeableness, and conscientiousness, among others.

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

1. Determinants of Personality
2. Sources of stress
3. Ethics in decision making
4. Perception
5. Attitude

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

1. How does Maslow's Hierarchy of Needs theory elucidate the progression of human needs and motivations?
2. Explain how are Decisions actually made in Organizations?
3. How can creativity be a part of decision making? Explain.
4. How has Organizational Behavior evolved over time from its historical origins to its current understanding and applications?

Q. 5. Case study (15)

At a manufacturing company, employees on the production line have been showing signs of low motivation. They seem disengaged, productivity is declining, and there's an increase in absenteeism. The repetitive nature of their work, lack of recognition, and limited opportunities for advancement are contributing factors to their low motivation.

To overcome this issue, the management decides to implement a strategy to boost employee motivation. They introduce a recognition program where outstanding performance and innovative ideas are acknowledged publicly. Additionally, they offer training programs to enhance employees' skills and provide opportunities for career advancement within the company. Moreover, the management encourages open communication channels for employees to voice their concerns and suggestions, fostering a sense of belonging and empowerment. Through these initiatives, the company aims to reinvigorate employee motivation and improve overall morale and productivity.

Question :

- 1) Are the steps taken by the management correct? Will they help in improving the morale and motivation of the employees?
- 2) Speculate what could be the reason for low motivation of the employees?
- 3) Title the case

Solve the above case using the below mentioned steps.

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