

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

EXAMINATION: MAY- 2024

SEMESTER - IV

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

Date : 22/05/2024

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. What is organizational behavior?

a) The study of individual behavior within an organization	b) The study of group behavior within an organization
c) The study of individual and group behaviour within an organization	d) The study of organizational structure and design
2. Which of the following is NOT a determinant of individual behavior in organizations?

a) Personality	b) Perception
c) Organizational structure	d) Values
3. Which leadership style is characterized by high concern for people and low concern for task accomplishment?

a) Autocratic leadership	b) Laissez-faire leadership
c) Democratic leadership	d) Transformational leadership
4. Which communication channel is more effective?

a) Written communication	b) Face-to-face communication
c) Telephone communication	d) Email communication
5. Which theory suggests that people are motivated by a hierarchy of needs, starting with basic physiological needs and progressing to higher-order needs?

a) Equity theory	b) Two-factor theory
c) Maslow's theory	d) Expectancy theory

Q. 2. State True / False (05)

1. Organizational behavior is only relevant for large corporations and not for small businesses.

a) True	b) False
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2. Any organization can be run by only one person.

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. Autocratic leadership involves a high degree of employee participation in decision-making processes.

a) True	b) False
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5. People follow a leader voluntarily.

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

1. Stages of Group Development
2. Leadership Qualities
3. Importance of organisational structure
4. Features of conflict management
5. Leadership styles

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

1. Compare the roles of a leader and a manager, highlighting their respective strengths and contributions within an organization.
2. Describe the concept of groups within an organizational context and identify the different classifications of groups
3. What are the key attributes that contribute to the effectiveness of a team, and how do these characteristics impact overall team performance?
4. Explain in detail Maslow Hierarchy of needs motivational theory.

Q. 5. Case study (15)

A manager notices a decline in team's morale due to recent setbacks. In response, the manager decides to hold a team meeting. During the meeting, the manager wants to adopt some leadership style wherein he can inspire employees by emphasizing the importance of their work, highlighting individual strengths, and articulating a clear vision for overcoming challenges. By fostering a sense of unity and purpose, the manager wants to boost the morale and renew team's motivation, resulting in increased productivity and collaboration towards achieving their goals.

Question

- 1) Which leadership style should the manager adopt?
- 2) According to you how did the manager recognize the decline in team morale?

Solve the above case using the below mentioned steps.

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