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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: MAY- 2024
SEMESTER - II
Sub.: Organizational Behaviour (BBA22-211)

Date : 15/05/2024

Total Marks : 60

Time: 10.00am to 12.30pm

- 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. What is perception?

a) The process of organizing and interpreting sensory information	b) The ability to memorize facts and events
c) The speed at which individuals process information	d) The process of making decisions based on emotions
3. 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
4. Which theory of motivation suggests that individuals are motivated by a hierarchy of needs, starting with basic physiological needs and progressing to higher-level needs such as self-actualization?

a) Expectancy theory	b) Two-factor theory
c) Maslow's hierarchy of needs	d) Equity theory
5. What is personality?

a) A set of skills and abilities	b) An individual's physical appearance
c) A person's characteristic patterns of thoughts, feelings, and behaviors	d) The level of extroversion or introversion

Q. 2. State True / False (05)

1. 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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2. Motivation can only come from external sources such as rewards and incentives.

a) True	b) False
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3. Individuals in an organization always act rationally.

a) True	b) False
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4. Individuals can easily fake their responses on personality tests to create a favorable impression.

a) True	b) False
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5. Organizational change is always resisted by employees.

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

1. Big five personality model
2. Characteristics of Personality
3. Qualities of a leader
4. Types of groups
5. Importance of Organisational Behaviour

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

1. How does group decision-making function? What are the optimal strategies for ensuring effective group decision-making?
2. Define perception in your own words. Explain perception process in detail.
3. What are the key concepts and principles of Abraham Maslow's Motivational Theory, and how do they contribute to our understanding of human motivation?
4. Discuss in detail the various personality attributes that influence Organisational behavior.

Q. 5. Case study (15)

John, a member of the sales team at a software company, has been frequently absent from work over the past few months. Despite being an experienced and capable salesperson, his absences have started to impact team performance and client relationships. His colleagues are often left to cover for him, causing resentment and frustration within the team. Additionally, his absences have resulted in missed sales opportunities and delayed projects, leading to concerns from management about the team's overall productivity and performance.

Question

- 1) How might John's frequent absenteeism impact team dynamics and morale within the sales team?
- 2) What steps could John's supervisor take to address his frequent absences?
- 3) What impact might John's absenteeism have on the company's bottom line (Profit) and overall business performance?

Solve the above case using the below mentioned steps.

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