

[4]

- Q.6 Attempt any two:
- What do you mean by perception? Discuss the factors influencing perception. **5** 2 2 3
 - Define personality. Explain the importance of personality in organization. **5** 3 2 1
 - Explain The Myers-Briggs type indication model of personality. **5** 2 3 1

Total No. of Questions: 6

Total No. of Printed Pages:4

Enrollment No.....



Faculty of Management Studies
End Sem Examination Dec 2024
MS3CO21 Organisational Behaviour

Programme: BBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

		Marks	BL	PO	CO	PSO
Q.1	i. What is the primary goal of studying organizational behaviour?	1	1	2	1	
	(a) To understand and manage organizational structures					
	(b) To improve employee satisfaction and productivity					
	(c) To increase the diversity of an organization					
	(d) To train employees on job skills					
	ii. Which of the following is not considered a core element of organizational behaviour?	1	1	2	2	
	(a) Psychology (b) Sociology					
	(c) Anthropology (d) Political Science					
	iii. Which theory suggests that people are primarily motivated by a hierarchy of needs, starting with basic physical requirements and moving to self-actualization?	1	2	2	1	
	(a) Herzberg's two-factor theory					
	(b) Maslow's hierarchy of needs					
	(c) McGregor's theory X and theory Y					
	(d) Equity theory					

P.T.O.

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- iv. Which of the following best describes McGregor's theory X? **1** 1 2 2
- (a) Employees are naturally self-motivated and seek responsibility.
- (b) Employees dislike work, avoid responsibility, and need direction.
- (c) Employees' motivation is driven by rewards and punishments.
- (d) Employees work harder when they are closely monitored
- v. What is the main focus of the trait approach to leadership? **1** 1 2 2
- (a) The relationships leaders build with their followers.
- (b) The specific behaviours leader's exhibit.
- (c) The inherent characteristics or qualities of leaders.
- (d) The situational factors that affect leadership.
- vi. Which leadership style involves leaders making decisions without consulting their team members? **1** 1 2 2
- (a) Democratic
- (b) Laissez-faire
- (c) Transformational
- (d) Autocratic
- vii. Which type of conflict involves disagreement over the goals and outcomes of a task? **1** 2 1 2
- (a) Interpersonal conflict
- (b) Task conflict
- (c) Process conflict
- (d) Role conflict
- viii. What is the primary focus of conflict management in an organization? **1** 1 2 2
- (a) Eliminating all forms of conflict.
- (b) Minimizing conflict to improve productivity.
- (c) Controlling and resolving conflicts constructively.
- (d) Delegating conflict resolution to external parties

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- ix. In the big five personality model, which trait is defined by a person's tendency to be organized, responsible, and reliable? **1** 1 2 2
- (a) Extraversion
- (b) Openness to experience
- (c) Conscientiousness
- (d) Agreeableness
- x. A practical application of personality tests in the workplace is- **1** 1 2 2
- (a) Measuring employees' intelligence
- (b) Assessing candidates' potential fit for specific job roles
- (c) Training employees on job-specific skills
- (d) Determining the salary structure
- Q.2 i. Define organization behaviour. **2** 1 2 2
- ii. Discuss the scope of OB. **3** 1 2 2
- iii. Explain the challenges of organization behaviour. **5** 2 1 3
- OR iv. Explain the opportunities of organization behaviour. **5** 1 2 2
- Q.3 i. What do you understand by motivation? **2** 2 1 3
- ii. Write short note on Vroom's expectancy theory. **8** 1 2 2
- OR iii. Explain attribution theory of perception. **8** 1 2 2
- Q.4 i. Write the proper definition of leadership. **2** 2 3 1
- ii. Describe fielder's contingency model. **8** 2 2 2
- OR iii. Explain the qualities of a good leader with suitable example. **8** 2 3 1
- Q.5 i. What do you mean by conflict? **2** 1 2 2
- ii. Explain the approaches to conflict management. **8** 2 2 2
- OR iii. Write short note on negotiation. **8** 2 2 2

Marking Scheme
MS3CO21 (T) - Organisational Behaviour (T)

Q.1	i)	B) To improve employee satisfaction and productivity.	1
	ii)	D) Political Science	1
	iii)	B) Maslow's Hierarchy of Needs	1
	iv)	B) Employees dislike work, avoid responsibility, and need direction.	1
	v)	C) The inherent characteristics or qualities of leaders.	1
	vi)	D) Autocratic	1
	vii)	B) Task conflict	1
	viii)	C) Controlling and resolving conflicts constructively.	1
	ix)	C) Conscientiousness	1
	x)	B) Assessing candidates' potential fit for specific job roles.	1
Q.2	i.	Definition of Organization Behaviour.	2
	ii.	Discuss the scope of OB. 1x3	3
	iii.	Explain the challenges of Organization Behaviour. 1x5	5
	OR iv.	Explain the opportunities of Organization Behaviour. 1x5	5
Q.3	i.	Meaning of motivation?	2
	ii.	Write short note on Vroom's expectancy theory. Explain 2x4	8
	OR iii.	Explain attribution theory of perception. 2x4	8
Q.4	i.	Define leadership.	2
	ii.	Describe Fielder's Contingency Model. 2x4	8
	OR iii.	Explain the qualities of a good leader with suitable example. 1x8	8
Q.5	i.	Meaning of conflict.	2
	ii.	Explain the approaches to conflict management. 1x8	8
	OR iii.	Short note on negotiation. As per explanation -8	8
Q.6		Attempt any two:	
	i.	What do you mean by perception? 2.5	5
		Discuss the factors influencing perception. 2.5	
	ii.	Define personality. 2.5	5
		Explain the importance of personality in organization. 2.5	

iii.	Explain The Myers-Briggs Type Indication Model of personality.	5
	Explanation -2.5	
	Example - 1.0	
	Diagram -1.5	
