

Roll No:

Date: __/__/__

St. Claret College

Autonomous, Bengaluru

UG END SEMESTER EXAMINATION-MAY 2025

BBA-II SEMESTER

BM 2324: ORGANISATION BEHAVIOUR

11

TIME: 3 hours.

MAX. MARKS: 80

This paper contains THREE printed pages and FOUR parts

Instructions:

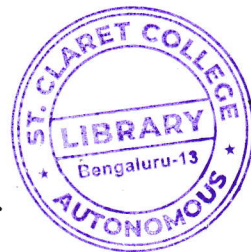
1. Verify and ensure that the question paper is completely printed.
2. Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.
3. Students must check the course title and course code before answering the questions.

PART-A

Answer all the questions. Each answer carries ONE mark.

[10 x 1 = 10]

1. "Leadership motivates the people to work and not the power of money", this concept is related to
 - a) Autocratic model
 - b) Custodial model
 - c) Supportive Model
 - d) Collegial Model
2. OB focuses at three Levels
 - a) Individuals, Organisation, Society
 - b) Society, Organisation, Nation
 - c) Employee, Employer, Management
 - d) Individual, Groups, Organisation.
3. The Type A personality is characterized by:
 - a) Relaxed and easygoing behavior
 - b) Competitiveness, urgency, and aggression
 - c) Creative and innovative thinking
 - d) Emotional instability
4. Perception is:
 - a) Select, organize, and interpret
 - b) A type of intelligence
 - c) A leadership trait
 - d) None of the above
5. Cognitive dissonance occurs when:
 - a) Beliefs and behaviors are inconsistency
 - b) Individual is highly motivated
 - c) Person refuses to change their attitude
 - d) None of the above
6. _____ advocated that humans are essentially motivated by levels of needs a.
 - a) Follet
 - b) Ivon Pavlov
 - c) Elton mayo
 - d) Abraham Maslow



7. One of the challenges faced by women leaders is
- a) Lack of communication skill
 - b) Gender stereotypes and biases
 - c) Inability to make decisions
 - d) Lack of educational qualifications
8. Which of the following is NOT a type of group?
- a) Command group
 - b) Task group
 - c) Competitive group
 - d) Social group
9. Effective team management requires
- a) Clear communication and role clarity
 - b) Encouraging conflicts among team members
 - c) Ignoring group decision-making
 - d) Avoiding leadership roles
10. Organizations can improve work-life balance by
- a) Discouraging time off
 - b) Increasing employee workload
 - c) By paid leave and mental health support
 - d) Avoiding flexible work policies

PART-B

Answer any THREE questions. Each answer carries EIGHT marks.

[3x 8= 24]

- 11. Discuss the key issues and opportunities in Organizational Behavior.
- 12. Explain the role of emotional intelligence in managing workplace relationships.
- 13. Discuss how OCBs contributes to the overall organizational performance.
- 14. Explain the various stages of group development and strategies to form performing groups.
- 15. Explicate the role of Artificial Intelligence (AI) in organizational communication.

PART-C

Answer any THREE questions. Each answer carries TWELVE marks.

[3 x 12 = 36]

- 16. Critically evaluate the various models of organizational behavior and their relevance in today's business environment.
- 17. Discuss the major theories of personality and their implications in the workplace.
- 18. Elaborate the traits and qualities that make a women has effective leaders.
- 19. Discuss the sources of conflict and strategies to resolve the conflicts in an organization.
- 20. Analyse the role of managing stress in maintaining employee well-being.

PART-D

Answer the following case study. The answer carries TEN marks.

[1x10 = 10]

21. Mr. Bhat is at his 50 and has vast experience in pharma industry. A newly established pharmaceutical company producing medicines based on biotechnology employed Mr. Bhat as its Product Development Executive. A team of young 14 scientists in biotechnology work under him. These scientists have wonderful ideas and work with zeal and competitive collaboration attitude. They are highly communicative to each other. They started communicating with Mr. Bhat also in the same parlance. But Mr. Bhat was never used to appreciate and he used to push down his view, ideas and orders to his subordinates in his earlier organization. The young scientist tried to convince Mr. Bhat but failed. He used to prove that 'Boss is Right' and 'Boss is Boss'. The young scientist had a number of new ideas and these ideas could not see the light of the day. They also found that other companies successfully implemented ideas similar to those of their ideas. These scientists started leaving the company one after the other. The MD- Managing Director of the company in an exist interview found the reason for high rate of employee turnover among scientist and realised the damage caused to the company owing to Mr. Bhat failure in encouraging upward communication. Mr. Bhat was made to realise but it had damaged the company and the young minds by that time.

- Questions :**
- a) What type of personality do Mr. Bhat possesses ?
 - b) What are the problems that you see in this case ?
 - c) What are the strategies to be adopted by the Managing Director to make it a better place to work ?