Roll No:
Date: __/__/____

St. Claret College

Autonomous, Bengaluru

UG END SEMESTER EXAMINATION-MAY 2026
BBA-II SEMESTER
BM 2324: ORGANISATION BEHAVIOUR

11

TIME: 3 hours. **MAX. MARKS: 80**

This paper contains TWO 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. **[10x1=10]**

1. Which of the following factors affect organizational behavior?
   a) Technology b) People
   c) Environment d) All of the above
2. OB focuses at three Levels
   a) Individuals, Group, Organisation, b) Society, Organisation, Nation
   c) Employee, Employer, Management d) Individual, Groups, Society
3. According to Freud, which component of personality obeys the reality principle?
   a) Id b) Ego
   c) Superego d) Persona
4. Which component of attitude reflects feelings, sentiments, and emotions?
   a) Behavioral b) Cognitive
   c) Positive d) Affective
5. What are the approaches to the study of leadership which emphasize the personality of the leader?
   a) Contingency theories b) Trait theories
   c) Group theories d) Inspirational theories
6. Who advocated that humans are essentially motivated by levels of needs
   a) Follet b) Ivon Pavlov
   c) Elton Mayo d) Abraham Maslow
7. According to Tuckman, which of the following is NOT a stage of the life cycle of a group?
   a) Performing b) Norming
   c) Reforming d) Storming
8. Which of the following is NOT a type of group?
   a) Command group b) Competitive group
   c) Task group d) Social group

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9. Which of the following is a core component of "Work Ethics"?
   a) High turnover. b) Personal gain.
   c) Commitment and dedication to work. d) Disregard for safety.
10. What is the primary goal of achieving a healthy work-life balance?
   a) To work maximum hours b) To avoid responsibility
   c) To get a promotion d) To improve overall well-being

PART-B

Answer any THREE questions. Each answer carries EIGHT marks. **[3x8=24]**

11. Discuss the emerging challenges and opportunities in organizational behavior.
12. Describe the components and the sources of attitudes
13. Analyse how organization citizenship behavior contributes to the overall organizational performance.
14. Explain the various types of groups necessary for the effective group dynamics
15. Examine the causes of workplace stress and highlight the importance of stress management techniques.

PART-C

Answer any THREE questions. Each answer carries TWELVE marks. **[3x12=36]**

16. Discuss the major theories of personality and their implications in the workplace.
17. Analyse the various motivational models influencing the modern business organizations.
18. Critically analyse the key traits and qualities that contribute to women being effective leaders.
19. Discuss the stages of group development and outline strategies for creating effective groups.
20. Assess the influence of AI on employee behaviour and organizational practices.

PART-D

Answer the following case study. The answer carries TEN marks. **[1x10=10]**

21. Tech Nova, a fast-growing software company, recently hired a new project manager, Riya, to lead a team of experienced developers. Riya came from a highly structured corporate background and believed in strict deadlines, detailed reporting, and close supervision. However, the existing team was used to a more flexible and autonomous work culture under their previous manager. Within a few weeks, tensions began to rise. Team members felt micromanaged and demotivated, while Riya perceived the team as undisciplined and resistant to change. Productivity started to decline, deadlines were missed, and informal communication within the team broke down. The HR department noticed increased complaints and signs of low morale. The situation highlighted issues related to leadership style, motivation, communication barriers, and resistance to change within the organization.

Questions : a) "What are the key organizational behaviour issues in the case, and how does leadership contribute to transforming organizational behaviour?"
b) "Suggest a suitable OB model for Tech Nova and outline additional steps to strengthen it."