

Seat No: _____

Enrollment No: _____

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Winter 2021- 22 Examination

Semester: 5
Subject Code: 06101301
Subject Name: Organization Behavior

Date: 20/09/2021
Time: 02:00 pm to 04:30 pm
Total Marks: 60

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.

A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)

1. The main contribution of psychology to Organizational Behavior is the study of
 - a) Personality, attitudes, perceptions
 - b) Social beliefs, customs and values
 - c) Social structures and relationships
 - d) Philosophy and ethics of human activity
2. Those who have a _____ personality are perpetually involved in a struggle to do more and more activities in less time.
 - a) Self-monitor
 - b) Type B
 - c) Self-Efficacy
 - d) Machiavellian Type A
3. The human tendency to take personal pride or offense for the accomplishments of a group is explained by the.....
 - a) Social Identity theory
 - b) Maslow theory
 - c) McClelland theory
 - d) Motivational theory
4. Which is not the informal group
 - a) Interested group
 - b) Friendship group
 - c) Task group
 - d) All of the above
5.is the process by which individuals organize & interpret their sensory impressions.
Perception
 - a) Perception
 - b) Analysis
 - c) Intuition
 - d) Self-serving bias

B). Define the following. (Each of 1 mark) (05)

1. Organizational Behavior
2. Emotion & Mood
3. Organizational development
4. Attitude
5. Stress

C). Direct questions. (Each of 1 mark) (05)

1. List down the types of team
2. List four major challenges of organizational behavior
3. Define the term Power tactics.
4. What are the different skills required in group.
5. list down Levins 3 step model of change

Q.2 Answer the following questions.

A). Explain Different Models of Organizational Behavior. (07)

B). Describe in detail Perception Process. (08)

Q.3 Answer the following questions.

A). What are the categories of group are available at workplace? Provide with Illustration (07)

B). Explain different strategies for overcoming resistance to change in the workplace (08)

Q.4 Attempt any two questions. (Each of 7.5 mark)

(15)

- 1) Explain different Contributing disciplines to OB
- 2) Define Personality? Explain the Major Attributes of personality.
- 3) Mr. Kabir was working in an Administration Department as officer Administration. He was responsible for keeping account of all the Vehicles of the company apart from other arrangements including the guesthouse of the company. Mr. Kabir has been working in the company for 6 years in the same grade without promotions. He was supposed to be very honest in his job. Once the GM of the factory Mr. Rakesh Gupta, requested for the company car during office time for his personal work. Mr Kabir refused it saying that it cannot be given during the office work as the work would suffer due to its duty to go to bank. Mr Gupta became quite upset and asked his boss Mr. Srivastava to give the car Mr. Sk Srivasatava (Sr Manager Admn) was too happy to oblige Mr Gupta as he wanted one of his relatives to be employed as Officer. Hence he fired Mr. Kabir for his disobedience and threatened to transfer him to stores if he continued to show disrespect to Senior officers Kabir was also active member of staff union. He immediately went to the Union President and informed him about the misuse of the company car for private purpose by GM at the cost of the office work. It was decided that Kabir would send a note in writing to Mr. Srivastava asking him to approve sending the car to the house of Mr. Gupta Mr. Srivastava understood the repercussions and refused to sign the approval. He lent his own car to Mr. Gupta.

Questions :

- a) What power was being used by Kabir?
 - b) What power Mr. Srivastava was using?
- 4) How organization development program starts in an organization? Also explain phases of OD program.