

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Summer 2022-23 Examination

Semester: 5
Subject Code: 06101301
Subject Name: Organisational Behaviour - I

Date: 14/03/2023
Time: 2.00pm to 4.30pm
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 _____ is a personality trait that denotes cunningness, the ability to be manipulative, and a drive to use whatever means necessary to gain power.
a) Attitude c) Self-image
b) Social skills d) Machiavellianism
- 2 Which of the following is not an objective of organizational behavior?
a) Responding to Globalization c) Improving quality and productivity
b) Improving technical skills of the employee d) Improving customer services
- 3 _____ is the process of interpreting something that we see or hear in our mind and use it later to judge and give a verdict on a situation, person, group etc.
a) Perception c) Attitude
b) Emotion d) Communication
- 4 _____ is a psychological concept that refers to how strongly people believe they have control over the situations and experiences that affect their lives.
a) Power c) Locus of control
b) Politics d) Leadership
- 5 _____ is based on the idea that providing employees with the resources, authority, opportunity, and motivation to do their work, as well as holding them accountable for their actions, will make employees happier and more proficient.
a) Empowerment c) Power
b) Leadership d) Motivation

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

1. Organisational Behaviour
2. Personality
3. Self-Esteem
4. Power
5. Teams

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

- 1 Explain type A and types B personality
- 2 Shows the stages of group development process
- 3 Explain roles of cross functional teams
- 4 Mention various power tactic used in the organization
- 5 Explain causes of resistance to change

Q.2 Answer the following questions.

A). “We don’t see things as they are, we see things as we are.” Explain the statement with the Organisational examples. **(07)**

B). Explain challenges of Organisational Behaviour with real life examples. **(08)**

Q.3 Answer the following questions.

A). What is attitude? Explain components of attitude with suitable examples. **(07)**

B). Explain personality attributes described by any one theorist. **(08)**

1

You have spent Rs. 500 only on boarding and lodging on a tour. Company rules permit a daily allowance of Rs. 1000 or actual, whichever is lower. Company trusts its officials. Vouchers of actual expenditure are not required to be submitted. Most of your fellow officers claim daily allowance of Rs. 750 to 1000.

2

Q. How much amount will you claim? Justify your answer with suitable reasons.

Radha, Mohan, Pankaj are working together in an organization. Radha and Mohan were good friends and all three had very healthy competition between them as they all were at the same level. Radha was very hard working, ambitious and responsible employee. Because of their hard work and good efforts, Radha's division had become the leader in the company and the upper management had praised her lavishly. She believed that with a good recommendation from Mohan, she would get that promotion. But unfortunately, Pankaj received the promotion and moved to Topeka. Radha was shocked. It was bad enough that she did not get the promotion, but she could not stand the fact that Pankaj had been chosen. She and Mohan had taken to calling Pankaj 'Mr. Intolerable', because neither of them could stand his pompous arrogance. She felt that his being chosen was an insult to her. When the grapevine confirmed her suspicion that Mohan had strongly influenced the decision, she determined to reduce her interaction with Mohan to a bare minimum. Relations in the office were very chilly for almost a month. Mohan soon gave up trying to get that in Radha's favor and they began communicating only in short. Finally, Krunal, their immediate boss, called the two for a meeting. Krunal said, "we're going to sit here until you two become friends again. Radha resisted for a few minutes, denying that anything had changed in their relationship, but when she saw that Krunal was serious, she finally said, "Mohan seems more interested in dealing with Walter Murdoch." Mohan could not say anything. Krunal came to the rescue. Krunal said that Radha if you're upset about that promotion, you'd know that Mohan had nothing but praised for you and kept pointing out how this division would suffer if we buried you in Topeka. With your bonuses you are making as much as Pankaj and if you work here continues to be outstanding, you'll be headed for much better place than Topeka. Embarrassed, Radha looked up at Mohan and apologized for treating him unfairly. The next day office was almost back to normal. Radha and Mohan use to take a coffee break together every day as earlier.

3

Q. Identify and explain any 5 Organisational issues in this case.

Explain implication of learning from the Organizational Behaviour in day to day routine activities with suitable examples.

4

You are a sales manager (Institutional Sales). An officer of a Government Department had demanded a free car for giving an order for bulk supply of material to your company. You are hard pressed to achieve the sales target given to you. Your competitors are accepting such demands. If you fail to achieve target you will be fined.

Q. What you will be doing in this situation? Explain your answer with the ethical and moral arguments.