

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Winter 2023-24 Examination

Semester:05

Subject Code: 06101301

Subject Name: Organisational Behaviour - I

Date: 09/10/2023

Time: 10:30am to 1:00pm

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.

	CO	PO	BTL
A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)			
1. Organization Behavior is not a/an_____	1	1	1
a) A separate field of study			
b) Applied science			
c) Normative science			
d) Pessimistic approach			
2. In the Tuckman model, groups at the _____ stage develop guidelines _____ and _____ standards of acceptable behaviour	1		
a) Adjourning			
b) Norming		1	1
c) Storming			
d) Forming			
3. Which is the most popular approach to classifying personality traits?	1	2	1
a) MBTI			
b) Style of making decisions			
c) Social interaction			
d) None of the above			
4. In Lewin's change model the unfreezing stage involves:	2	3	2
a) destabilizing the status quo.			
b) moving to new conditions.			
c) creating a new status quo			
d) none of the above.			
5. How can management reduce resistance to change?	3	1	3
a) Increase driving forces while reducing restraining forces			
b) Decrease restraining forces			
c) Increase driving forces			
d) All the above			
B). Define the following. (Each of 1 mark) (05)			
1. Group cohesiveness	2	1	2
2. Organisation Development	2	1	2
3. power tactics	2	2	2
4. Locus of control	3	3	2
5. Value	4	5	2
C). Direct questions. (Each of 1 mark) (05)			
1. MBTI	2	1	1
2. Components of attitude	2	2	2
3. Give one example of Virtual team	2	1	1
4. State two difference between Group and Team	3	1	1
5. What do you mean by lewin's change model?	5	4	4
Q.2 Answer the following questions.			
A). Define OB and explain the Models in the field of OB? (07)	1	3	3
B). What is personality? What are five major personality attributes that influence OB (08)	2	5	5

Q.3	Answer the following questions.				
A).	What are the stages of group development? How group cohesiveness increases employee productivity.	(07)	4	5	5
B).	The focus of OD is on Organizations and making them functions better, that is, on total system change'. Elaborate the comment	(08)	5	4	6
Q.4	Attempt any two questions. (Each of 7.5 mark)	(15)			
A.	Explain the importance and contributing disciplines of organizational behavior in the field of management.		5	4	4
B.	Most People believe that biological factors are important in determining the personality of a person” Comment on this statement by taking various biological factors relevant for personality and their impact.		4	3	4
C.	Have you ever worked in a virtual team? If so, what were the challenges and advantages of working virtually?		3	3	5
D.	Bright Resources’ plant makes heavy-duty pumps designed to move commodities such as refined oil and chocolate. The plant has 160 employees. Historically, management assigned employees to operate the same machine for months or even years at a time. In this way, each employee became intimately familiar with a narrow task. And employees used their expertise to earn more money. Until 1997, about half the workforce at the plant earned a premium, on top of their hourly wages, based on the number of pumps or pump parts they produced. The old system gave them a strong incentive to conceal output enhancing tricks they had learned, even from coworkers. Today, the plant’s employees receive a straight hourly wage. To make the plant more flexible, management encourages workers to learn a variety of jobs and accept moves to different parts of the factory floor. Many of the plant’s older employees, however, have not welcomed the change. One of those is Bhuvan. Bhuvan is 56 years old and has worked at the Bright plant for 24 years. Bhuvan does not like changing jobs and he does not like telling anyone anything about what he does. “I don’t want to move around,” he says, “because I love my routine—it helps me get through the day.” Bhuvan’s job is cutting metal shafts for industrial pumps. It’s a precision task: A minor error could render a pump useless. Bhuvan is outstanding at what he does. He is known for the accuracy of his cuts. His bosses also say he can be hours faster than anyone else in readying his giant cutting machines to shift from making one type of pump shaft to another. Management would love to incorporate Bhuvan’s know-how into the manufacturing process, but he refuses to share his secrets even with fellow workers. “If I gave away my tricks, management could use [them] to speed things up and keep me at a flat-out pace all day long,” says Bhuvan. Employees like Bhuvan worry when they read about companies soliciting employees’ expert advice in the name of making their plants more competitive, and then turn around and move jobs to lower-wage locations abroad. Bright’s top management, however, says they have no plans to relocate jobs or otherwise hurt workers. They merely want to pool employees’ knowledge to make the plant stronger. “We’ve realized that to get competitive, we need to start asking these guys what they know,” says Bright’s president		2	5	5