



LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – NOVEMBER 2024

UBU 5601 – ORGANISATIONAL BEHAVIOUR



Date: 21-11-2024

Dept. No.

Max. : 100 Marks

Time: 09:00 am-12:00 pm

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. Definitions

- a) Organisational Behaviour
- b) Personality
- c) Motivation
- d) Group Cohesiveness
- e) Conflict

2. Fill in the blanks

- a) The _____ model emphasizes employee participation and mutual respect.
- b) A positive _____ leads to better relationships and outcomes in the workplace.
- c) _____ involves influencing and guiding employees towards achieving organizational goals.
- d) _____ is the process where a senior individual helps a junior person grow professionally.
- e) _____ refers to the process of resolving disputes or disagreements in an organization.

SECTION A - K2 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

3. MCQ

- a) The autocratic model of OB is based on:
 - I. Employee empowerment
 - II. Managerial control and power
 - III. Collaboration and trust
 - IV. Mutual respect
- b) Job satisfaction can lead to:
 - I. Decreased turnover rates
 - II. Increased absenteeism
 - III. Lower engagement levels
 - IV. Decreased morale
- c) Perceptual biases often lead to:
 - I. Better decision-making
 - II. Misinterpretation of information
 - III. Improved judgment
 - IV. Increased accuracy
- d) Effective teamwork requires:
 - I. Strong individualism
 - II. Poor communication
 - III. Clear roles and group cohesion

| | |
|--|---|
| | IV. Conflicts among members |
| e) | The most important quality in a counsellor is: I. Imposing decisions on employees II. Providing immediate solutions III. Listening actively and showing empathy IV. Encouraging silence and avoidance |
| 4. | True or False |
| a) | The system model emphasizes trust and collaboration between managers and employees. |
| b) | Attitudes are static and cannot be changed through training or development. |
| c) | Perceptual biases can affect the accuracy of decisions made in an organization. |
| d) | Group dynamics are irrelevant in high-performance teams. |
| e) | In effective teams, conflict is always harmful and should be avoided at all costs. |
| SECTION B - K3 (CO2) | |
| Answer any TWO of the following in 100 words each. (2 x 10 = 20) | |
| 5. | Interpret the significant characteristics in shaping employee performance. |
| 6. | Classify the major job attitudes and explain their importance in organizational settings. |
| 7. | Evaluate how perceptual errors influence decision-making in organizations. |
| 8. | Demonstrate how different types of teams contribute to organizational success. |
| SECTION C – K4 (CO3) | |
| Answer any TWO of the following in 100 words each. (2 x 10 = 20) | |
| 9. | Explain the different approaches in Organizational Behavior. |
| 10. | Analyze the factors that influence job satisfaction and dissatisfaction in organizations. |
| 11. | Infer how group dynamics and leadership styles affect team performance. |
| 12. | Identify the essential counselling skills necessary to support employees effectively. |
| SECTION D – K5 (CO4) | |
| Answer any ONE of the following in 250 words (1 x 20 = 20) | |
| 13. | Evaluate the effectiveness of the Myers-Briggs Type Indicator (MBTI) in identifying personality types and its impact on teamwork. |
| 14. | Summarize how the stages of group development affect team dynamics and productivity. |
| SECTION E – K6 (CO5) | |
| Answer any ONE of the following in 250 words (1 x 20 = 20) | |
| 15. | Construct a detailed counselling procedure for improving employee motivation and performance. |
| 16. | Formulate strategies for overcoming barriers in negotiation to ensure mutually beneficial outcomes. |

\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$