



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) Ability
- b) Attitude
- c) Perception
- d) Virtual group
- e) Breaking Deadlocks

2. Fill in the blanks

- a) _____ factors such as age, education, and work experience influence an individual's job performance and career progression.
- b) _____ are the beliefs and principles that guide behaviour and decision-making within an organization.
- c) In the context of organizational behaviour, _____ refers to the process of making choices among alternative courses of action.
- d) High-performing _____ can achieve more collectively than individuals working separately.
- e) _____ in an organizational setting involves providing support and guidance to employees to address work-related and personal challenges.

SECTION A - K2 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

3. MCQ

- a) The Collegial Model of OB emphasizes:
 - I. Collaboration and mutual respect
 - II. Control and discipline
 - III. Setting and achieving goals
 - IV. Incentives and recognition
- b) Job dissatisfaction is most likely to lead to which of the following outcomes?
 - I. Increased employee engagement
 - II. Improved productivity
 - III. Higher turnover rates
 - IV. Enhanced job performance
- c) Intrinsic motivation refers to:
 - I. Motivation driven by external rewards
 - II. Motivation driven by internal satisfaction
 - III. Motivation based on peer pressure
 - IV. Motivation based solely on financial incentives

d)	Which of the following factors has the least influence on group decision-making? I. Group cohesiveness II. Leadership style III. The physical layout of the meeting room IV. Team members' personalities
e)	Effective counselling skills in an organization include: I. Avoiding empathy and active listening II. Providing immediate solutions to problems III. Encouraging open communication and trust IV. Imposing decisions on employees
4.	True or False
a)	The contingency approach in organizational behavior suggests that there is no one-size-fits-all solution, and the best approach depends on the specific situation.
b)	Empowering employees often leads to increased job satisfaction.
c)	Personality traits are static and do not change over time.
d)	Group dynamics are irrelevant in high-performance teams.
e)	Negotiation is a win-lose game where one party's gain is the other party's loss.
SECTION B - K3 (CO2)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
5.	Explain how disciplines like psychology and anthropology contribute to the understanding of Organizational Behavior.
6.	Classify the different sources of attitudes and their influence on workplace behavior.
7.	Evaluate the key factors that influence an individual's perception in organizational settings.
8.	Classify the types of teams in organizations and explain their specific roles in achieving organizational objectives.
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 causes of job satisfaction and job dissatisfaction in the workplace.
11.	Categorize the key group properties that influence group behavior and performance.
12.	Discuss the barriers to effective negotiation and their impact on achieving successful outcomes.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Evaluate various organizational Behavior models and their effectiveness in managing employee behavior.
14.	Summarize the main features of the Myers-Briggs Type Indicator (MBTI) and how it identifies different personality types.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Construct a detailed explanation of the various stages of group development and their impact on team dynamics.
16.	Formulate key counseling procedures and essential counseling skills required for effective workplace support.

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