

**UNIVERSITY OF PETROLEUM
AND ENERGY STUDIES**



End Semester Supplementary Examination, May, 2017

Program/course: BBA (Financial Services & Marketing)
Subject: ORGANIZATIONAL BEHAVIOUR
Code : BBCH 102
No. of page/s: 4

Semester – II
Max. Marks : 100
Duration : 3 Hrs

SECTION –A

Answer the following questions. Each one carries two marks.

10@2 = 20 Marks

1. Explaining human behaviour in terms of cause and effect is called as _____.
 - a. attribution
 - b. projection
 - c. perception
 - d. personification
2. _____ is the dynamic organization within the individual of those psycho- physical systems that determine his unique adjustment to the environment”.
 - a. Perceptual Process
 - b. Perception
 - c. Learning
 - d. Personality
3. OB Model explains
 - a. Behavioural changes in individuals, groups and organizations
 - b. Consequences of various behaviours
 - c. Interdependence of individual behaviour on group and organizational behaviours
 - d. It tells about behavioural scaling
4. Learning of OB occurs through
 - a. Society
 - b. Study of behaviour
 - c. Theory and Practice
 - d. Theory, practice and research
5. OB is derived majorly from
 - a. Management
 - b. Psychology
 - c. Politics
 - d. None of the above
6. Needs theory of motivation is propounded by
 - a. Maslow
 - b. Herzberg
 - c. Nuton
 - d. Charles Dickens
7. Motivation actually means

- | | |
|------------|----------------------|
| a. Revolt | c. To raise |
| b. To move | d. None of the above |
8. OB is meant for to study
- | | |
|---------------------------------------|----------------------|
| a. Behaviour in organizations | c. Both a & b |
| b. Behaviour outside the organization | d. None of the above |
9. Traits theory is used in
- | | |
|----------------|----------------------|
| a. Personality | c. Both a & b |
| b. Leadership | d. None of the above |
10. ____ is referred to as shared beliefs, values and perceptions.
- | | |
|---------------|------------------|
| a. Perception | c. Culture |
| b. Motivation | d. all the above |

SECTION – B

Answer any four of the following questions. Each one carries five marks. 5@4 = 20 Marks

11. What is personality? How does personality affect behavior at work?
12. Define groups and give examples of different types of groups.
13. Is culture at the organizational level inevitable? Why or Why not?
- 14.** What is meant by change? Explain briefly why do people resist change?
15. What is the difference between leadership and managership?

SECTION – C

Answer any three of following questions. Each one carries ten marks. 10@3 = 30 Marks

16. What is the rationale of OB model in studying organizational behavior?
17. “Perception” usually follows a process. Do you agree? If so, explain.
18. Discuss the importance of Group Dynamics in OB.
19. Critically evaluate various theories of leadership.
20. Compare and contrast Need hierarchy theory and two factor theory of motivation.

SECTION – D

Read the following case let and answer the questions that follow:

Vikram earned his Post-Graduate Degree from a University in the North-East India. He hails from a poor farming family with rural background. Vikram studied with great hardship. For him, it was “earn while you learn”. He used to walk on foot ten Kms. Village road while he was pursuing his Graduation Degree. He proved “Where there is a will, there is a way.” With his self-help, the God also helped him. Vikram, just after the declaration of his Post-Graduation result, got a regular teaching post in the same University. For Vikram, one battle was over but new and more challenging battle just started.

Though Vikram was hard working, but not ready to accept challenges of new environment. Some of his faults were to enter the class often five to ten minutes late, to get irritative when the students ask questions while he teaches, not update his knowledge in the subject he teaches, and brining petty and routine matters to the Head of the Department or to peer for decisions. So much so, whenever he does anything even preparing his class lecture, brings it to the Head of the Department. Complaints about Vikram from the students started pouring even written complaints to the Head of the Department that the students are getting anything meaningful from him. In fact, it became a real problem for the Head how to tackle the same.

The Head, over the six months, period, found Vikram as plain and innocent by heart. He, therefore, decided to motivate Vikram by saying that “each new teacher, even myself, faces such problems. These are overcome over the period through sincere efforts. I am sure that you are doing the same and keep it up. Be more objective and specific in your efforts. I see potential in you to emerge as a very effective teacher in days to come.” Vikram imbibed all this and assured the Head to honour his advices. He then left for his class with a new challenge and determination to excel in his task. Just within a week, Vikram improved his teaching and the students reported their satisfaction to the Head of the Department over Vikram’s teaching.

Questions:

1. If you were the Head of the Department, how would you improve Vikram? 10 Marks
2. In your opinion, which motivation theory can help motivate Vikram? 10 Marks
3. Explain the personality of Mr. Vikram. 10 Marks