



LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – APRIL 2025

UBU 5601 – ORGANISATIONAL BEHAVIOUR



Date: 08-05-2025

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. Definitions

- a) Organizational Behaviour.
- b) Cognitive Dissonance
- c) Selective Perception
- d) Cross-Functional Teams
- e) Ethical Counselling

2. Fill in the blanks

- a) The _____ model of OB emphasizes employee security through benefits and long-term organizational stability.
- b) The alignment of individual values with organizational _____ can significantly impact job satisfaction and employee engagement.
- c) _____ involves evaluating others based on stereotypes or generalizations rather than their individual traits or actions.
- d) _____ is a group dynamic where members strive for consensus at the cost of exploring alternative ideas.
- e) When facing a deadlock, _____ involves re-evaluating the conflict and considering alternative solutions to break the stalemate.

SECTION A - K2 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

3. Multiple Choice Questions (MCQ):

- a) Employee behavior is most influenced by which element when decisions are made based on personal judgment rather than data?
I. Decision-making
II. Power dynamics
III. Leadership styles
IV. Organizational policies
- b) Cognitive biases, such as the Anchoring Effect, occur when:
I. Decision-makers consistently weigh all available information equally before making a decision
II. Early or initial information disproportionately shapes subsequent decisions, regardless of its relevance
III. Employees disregard initial information and focus solely on objective data
IV. Goals are set without any reference to initial data or performance benchmarks
- c) Job dissatisfaction typically results in:
I Greater involvement and collaboration across teams
II. A rise in absenteeism, turnover, and disengagement from work activities
III. Enhanced innovation and creative problem-solving capabilities among employees
IV. An increase in workplace camaraderie and teamwork effectiveness

d)	The process of altering attitudes in the workplace is called: I. Cognitive restructuring II. Attitude management III. Behavioural modelling IV. Value reorientation
e)	Effective leadership requires: I. A focus on maintaining personal authority over the team II. Promoting creativity while managing group dynamics III. Ensuring compliance through fear of punishment IV. Minimizing employee interactions to avoid conflict
4.	TRUE or FALSE
a)	The Supportive model of OB primarily relies on balancing strict punishment and reward systems to enforce compliance.
b)	Attitudes are fixed and remain unchanged regardless of personal experiences or external influences.
c)	Perception impacts decision-making only at high management levels, with no effect on lower-level employees.
d)	The Big Five Personality Traits include characteristics such as risk-taking and ambition.
e)	Conflict in organizations should always be resolved to maintain uninterrupted harmony.
SECTION B - K3 (CO2)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
5.	Interpret the role of different disciplines in shaping organizational behaviour.
6.	Discuss the common methods for measuring attitudes in organizations.
7.	Identify how rewards can be structured to increase employee motivation and performance.
8.	Describe the key differences between formal and informal groups in organizations.
SECTION C – K4 (CO3)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
9.	Discuss the main challenges and opportunities in organization behaviour.
10.	Explain how various leadership styles impact decision-making and organizational effectiveness.
11.	Construct a framework for group decision-making to ensure effective outcomes.
12.	Demonstrate the key principles and processes involved in effective counseling in the workplace.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Explain the models of organisational behaviour.
14.	Analyze how organizations can use the Big Five Personality Model to improve employee recruitment and team-building strategies.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Evaluate the different stages of group development and their impact on group effectiveness.
16.	Formulate the key steps in the negotiation process and their importance.

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