

BBA DEGREE END SEMESTER EXAMINATION - APRIL 2026

UGP (HONS.) SEMESTER - 2 : CORE COURSE

COURSE CODE: 24UBBACCR105 – HUMAN BEHAVIOUR AND ORGANIZATION

(For Regular 2025 Admission and improvement/Supplementary 2024 Admission)

Time: 2 Hours

Max. Marks: 70

PART A

Answer any 5 out of 8 questions

1. Summarize the key objectives of Organisational Behaviour. CO1{U}
 2. List any three advantages of Organisational Design. CO1{U}
 3. Illustrate the concept of motivation with a suitable workplace example. CO2{A}
 4. Define leadership and examine any two types of leadership styles. CO3{An}
 5. What is personality? Identify any three factors that determine personality CO3{U}
 6. Explain the Big Five personality traits proposed by Robert McCrae and Paul Costa. CO3{A}
 7. Identify any three organisational conditions that encourage political behaviour. CO4{An}
 8. What are the possible outcomes of conflict in organisations? CO5{U}
- (5 × 3 = 15)**

PART B

Answer any 3 out of 6 questions

9. Explain the elements of Organisational Behaviour with suitable examples. CO1{A}
 10. Discuss the barriers to effective communication in organisations. CO1{U}
 11. Analyze the role of leadership in shaping organizational culture. CO2 {An}
 12. Describe the stages of group development proposed by Bruce Tuckman. CO3{U}
 13. Analyze how different bases of power influence employee behaviour in an organisations. CO4{An}
 14. Discuss the strategies used by managers to manage conflict effectively. CO5 {A}
- (5 × 3 = 15)**

PART C

Answer 1 out of 2 questions

15. Employees in a service organization feel demotivated due to lack of recognition and limited participation in decision-making.

- a) Identify the behavioural issues affecting employee morale. CO2{U}
b) Suggest appropriate managerial practices to improve motivation and participation. CO2{An}

OR

16. Define perception. Explain the perceptual process and factors influencing perception in organizational settings. CO3{U}
(20 × 1 = 20)

PART D

Answer any 1 case study

17. Case study

Under the leadership of Elon Musk, Tesla has become one of the most innovative companies in the electric vehicle industry. Musk is known for his visionary and results-driven leadership style, which emphasizes rapid innovation, high performance, and ambitious goals. Employees are often encouraged to push boundaries and work on cutting-edge technologies.

However, this high-performance culture also brings challenges. Reports from employees have highlighted long working hours, intense pressure to meet deadlines, and a demanding work environment. While some employees thrive under such conditions and feel motivated by the opportunity to contribute to groundbreaking innovations, others experience stress, burnout, and reduced job satisfaction.

This situation reflects the dual impact of leadership style on organizational behaviour. On one hand, it drives innovation, commitment, and competitive advantage. On the other hand, it can negatively affect employee well-being and work-life balance.

Questions:

1. Write an executive summary. CO1{An}
2. Identify the leadership style followed by Elon Musk. CO1{An}
3. What are the positive and negative impacts of this leadership style? CO1{An}
4. Suggest measures to improve employee well-being at Tesla. CO1{An}

OR

18. Case study

Toyota Motor Corporation is globally recognized for its efficient production system and strong emphasis on teamwork. The company follows the “Toyota Production System,” which encourages employee participation at all levels. Workers are organized into small teams and are empowered to identify problems and suggest improvements in the production process.

A unique practice at Toyota is the “Kaizen” approach, which focuses on continuous improvement. Employees are given the authority to stop the production line if they notice defects, ensuring quality control and accountability. This participative work environment builds trust, enhances communication, and fosters a sense of ownership among employees.

As a result, Toyota has achieved high levels of productivity, quality, and innovation. However, maintaining such a system requires constant training, coordination, and commitment from employees and management. The case highlights how effective teamwork and employee involvement can lead to operational excellence and long-term organizational success.

Questions :

1. Write an executive summary. CO2{An}
2. What Organizational Behaviour concept is highlighted in this case? CO2{An}
3. How does teamwork contribute to organizational effectiveness? CO2{An}
4. What is the role of employee participation in Toyota’s success? CO2{An}

(20 × 1 = 20)