

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination July – 2023**

Course	: BBAR/DBAR	Date	: 28-July-23
Subject Code	: BBAR-204/DBAR-204	Time	: 12:45pm to 03:00pm
Subject Name	: Individual and Organizational Behaviour	Duration	: 02.15 Hours
		Max. Marks	: 70

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**Section A**

**Answer the following (Attempt any three) (30)**

1. Explain contributing fields to the study of organizational behaviour.
2. Explain the components of MARS Model.
3. Discuss modes of communication.
4. Explain Behavioral Theories of Leadership.
5. Discuss organizational frameworks and networks in detail.

**Section B**

**Answer the following (Attempt any four) (20)**

1. Explain managerial roles.
2. Explain Big five personality Model.
3. Write a Short note on McClelland's Theory of Needs.
4. Discuss Behavioral Theories of Leadership.
5. Explain the Structural Models.
6. Write a Short note on Lewin's classic Three-step Model of the change process.

**Section C**

**Part – A (Multiple Choice Questions) (10)**

- 1 The demand, person, activity or event that triggers an uncomfortable encounter is known as:  
A Stress B Distress  
C The stressor D Strain
- 2 \_\_\_\_\_ is bulk of effort allocated.  
A Direction B Intensity  
C Persistence D Ability
- 3 A communication medium that is moderate in both information richness and data capacity is :  
A The telephone B Electronic mail  
C Face-to-face discussion D Formal numeric report
- 4 Which of the following is NOT a structural factor in causing conflict?  
A Interdependence B Status inconsistency  
C Values and ethics D Specialization
- 5 Span of control defines :  
A The number of organization levels B Vertical differentiation  
C Who reports to whom in the chain D The number of employees a manager supervises  
of command

- 6 Which of the following is NOT an important attribute of organizational culture?
  - A Shared norms and values
  - B Symbolism
  - C Employee socialization
  - D Pervasiveness and endurance
- 7 In a situation of significant organizational change, uncertainty or.....may be prevalent.
  - A Fear of failure
  - B Personality conflicts
  - C Fear of loss
  - D Fear of the unknown
- 8 Which of the following has not been shown to moderate the relationship between goal difficulty and task performance?
  - A Goal commitment
  - B Effective performance feedback
  - C Low self monitor
  - D Required skills and abilities
- 9 Employee loyalty toward the organization is a significant factor in
  - A Job displacements
  - B Continuance commitment
  - C Affective commitment
  - D Employee turnover
- 10 Personality is shaped by :
  - A consequences of behavior and the environment
  - B thinking and feelings
  - C heredity and environment
  - D the person and the situation

**Part – B (Do as Directed)**

**(10)**

- 1 \_\_\_\_\_ a hierarchy based on a ranking of an individual's values in terms of their intensity.
- 2 What is rational decision -making model?
- 3 \_\_\_\_\_ the emotional or feeling segment of an attitude.
- 4 \_\_\_\_\_ A combination of effectiveness and efficiency at doing your core job tasks.
- 5 What is organizational citizenship behavior?
- 6 \_\_\_\_\_ the natural aptitudes and learned capabilities required to successfully complete a task.
- 7 \_\_\_\_\_ an organization's informal communication network.
- 8 What is coercive power?
- 9 How many key parts of communication process?
- 10 How many approaches to managing organizational change?

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