

**GANDHI INSTITUTE OF ENGINEERING AND TECHNOLOGY UNIVERSITY, ODISHA,  
GUNUPUR  
(GIET UNIVERSITY)**



B. B. A (Second Semester Regular/Supplementary) Examinations, May, 2025

**23BBAPC12005 - Organizational Behaviour**

Time: 3 hrs

Maximum: 60 Marks

(The figures in the right-hand margin indicate marks.)

**PART – A**

**(2 x 10 = 20 Marks)**

Q.1. Answer **ALL** questions

	CO #	Blooms Level
a. Define Behaviour	CO1	K1
b. Explain Organisational Behaviour	CO1	K1
c. Define Trait	CO2	K1
d. Explain the impact of conflict in an organisation.	CO3	K1
e. Elucidate the concept of a leader.	CO3	K1
f. Write the definition of motivation in the context of individual behaviour	CO4	K1
g. Define Planning and write its components.	CO1	K1
h. Elucidate a clear definition of skill	CO1	K1
i. What is the definition of culture within an organizational or group context?	CO5	K1
j. How is a team defined, and what are the characteristics that distinguish it from a group?	CO1	K1

**PART – B**

**(8 x 5 = 40 Marks)**

Answer **all** the questions

	Marks	CO #	Blooms Level
2. a. "Discuss the main roles and essential skills of an ideal manager. How do these roles help a manager perform effectively in an organization?" (OR)	8	CO1	K2
b. "A new manager is struggling to meet project deadlines and coordinate with team members. How would you apply the functions of management—planning, organizing, leading, and controlling—to help improve their performance?"	8	CO2	K3
3.a. "Explain how individual and situational factors influence a person's perception in the workplace. Can you describe these factors in your own words?" (OR)	8	CO2	K2
b. "Evaluate the applicability of Herzberg's Two-Factor Theory in a modern workplace where remote work and flexible schedules are increasingly common. Do you believe hygiene factors and motivators still play the same role in motivating employees, or has the shift in work environment changed their importance? Justify your answer from current organizational trends."	8	CO3	K5
4.a. Discuss the nature and importance of Leadership (OR)	8	CO4	K2
b. Discuss Team and its nature and types.	8	CO4	K2

5.a.	"Imagine you are observing two managers in your organization: one follows a task-oriented approach, while the other emphasizes a people-oriented approach. Which approach would you recommend in a high-pressure project scenario, and why?"	8	CO3	K3
	(OR)			
b.	Compare and contrast between interpersonal and intra-personal conflict:	4	CO5	K3
c.	Write short notes on Group Shift	4	CO5	K2
6.a.	Discuss the process of Creation and maintaining of Culture	8	CO5	K2
	(OR)			
b.	Innovate Tech is a rapidly growing tech startup specializing in software development. The company's CEO, <b>Sarah</b> , is known for her visionary approach and strong leadership skills. She has built a team of highly talented professionals, but as the company expands, internal challenges have emerged. Recently, there have been concerns about communication between departments. The engineering team feels that their hard work isn't being fully recognized, while the marketing team thinks the engineering team isn't providing them with enough information about the product. Tensions have been rising, and the overall productivity of the teams has begun to decline. <b>Sarah</b> , aware of these issues, decides to address them by organizing a leadership retreat with her top managers. During the retreat, Sarah demonstrates key leadership qualities such as <b>active listening</b> , <b>empathy</b> , and <b>adaptability</b> . She encourages open communication and allows her team members to express their concerns freely. She then works with the team to create a more transparent communication process between departments. After the retreat, Sarah takes proactive steps to maintain momentum by providing regular feedback, recognizing team accomplishments, and being open to new ideas. Slowly, the teams begin to work more cohesively, and the productivity increases once again. <b>Q.1</b> What leadership qualities did Sarah demonstrate at the retreat to address team issues? <b>Q. 2</b> Explain why Sarah's focus on <b>active listening</b> and <b>empathy</b> helped resolve the conflict between the teams. <b>Q. 3</b> How would you apply Sarah's leadership qualities in a similar situation in your own workplace? Provide specific examples of how you would foster better communication between teams.	8	CO3	K5

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