

**Indian Maritime University**  
(A Central University, Govt. of India)

**End Semester Examinations – June 2023**

**Programme: BBA (LRE)**

**Semester: II**

**Subject Code: UG31T3204**

**Subject: Individual and Group Behaviour in Business**

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Date: 31.05.2023

Max Marks: 70

Duration: 03 Hrs

Pass Marks: 35

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General Instructions

All Sections (A, B & C) are to be attempted.  
Options, if any, are specified in respective section.

**Section A**

Ten MCQs/Fill in the Blanks of 01 Mark each  
Choose the correct answer as applicable.

1. In McClelland's Theory of Needs, the three needs are \_\_\_\_\_.
  - a. Achievement, accomplishment, money
  - b. Achievement, affiliation, power
  - c. Money, love, power
  - d. Love, money, health
2. \_\_\_\_\_ component of attitude determines how much a person knows about the topic.
  - a. Affective
  - b. Cognitive
  - c. Behaviour
  - d. Values
3. Employees from the same hierarchical level from different work areas form a \_\_\_\_\_.
  - a. Skilled team
  - b. Functional team
  - c. Quality Circle
  - d. Cross-functional team
4. EQ stands for \_\_\_\_\_.
  - a. Emotional Intelligence
  - b. Emotional Scale
  - c. Emotional Quadrant
  - d. Expectation Intelligence
5. Organizational \_\_\_\_\_ refers to the maintaining of status quo by the organization, while organizational \_\_\_\_\_ refers to the process of growth, decline and transformation within the organisation.

- a. Change, stability
  - b. Change, confidence
  - c. Stability, equilibrium
  - d. Stability, change
6. \_\_\_\_\_ leaders seek spotlight more than other leaders and are mostly \_\_\_\_\_.
- a. Charismatic, irreplaceable
  - b. Autocratic, replaceable
  - c. Charismatic, replaceable
  - d. Autocratic, irreplaceable
7. A team is said to have \_\_\_\_\_ when the members have confidence, and they believe they can succeed.
- a. Efficiency
  - b. Energy
  - c. Efficacy
  - d. Empathy
8. The belief that all conflict is harmful and must be avoided is the \_\_\_\_\_ view of conflict.
- a. Traditional
  - b. Human Relations
  - c. Interactionist
  - d. Functional
9. \_\_\_\_\_ is a phenomenon where people go along with the decisions made by the group to avoid being an outcast.
- a. Groupcohesiveness
  - b. Groupshift
  - c. Groupthink
  - d. Groupacceptance
10. A \_\_\_\_\_ group can be identified by studying an organizational chart.
- a. Informal group
  - b. Membership group
  - c. Reference group
  - d. Command group

### **Section B**

Five Questions of 02 Marks each

11. What are positive and negative reinforcements? Give an example of each.
12. Which theory of motivation is based on the idea that individuals are motivated by fairness? Explain in brief three elements of the theory.
13. How can a team member be shaped into an effective team player?
14. Which is the concept where the tendency of people is to exert less effort on a task when working as part of a group than when working on their own? Why does it happen in groups? What are the detrimental effects?
15. Distinguish between integrative bargaining and distributive bargaining.

### **Section - C**

Seven Questions of 10 Marks each of which any 05 questions to be answered.

16. Elaborate on Mayers and Briggs Personality Type Indicator.
17. Explain the Managerial grid developed by Blake and Mouton with the help of a diagram.
18. In the Team Effectiveness Model to build High-Performing Work Teams explain any two concepts of either Robbins and Judge Model or the Hackman Model.
19. What are the different stages of a conflict process? Elaborate on the stages.
20. Transformational leaders are considered superior to other leaders.
  - a. Explain the four "I's" of transformational leadership that make the leadership superior? 8 marks
  - b. What are some of the traits of transformational leaders? 2 marks
21. What are the forces inside an organization that make it difficult for the organization to change in response to changing conditions in its environment?
22. According to Tuckman, a new team does not start performing as soon as it is formed but evolves over time. What are the stages of development, Tuckman is referring to?

-----All the Best-----