

Indian Maritime University
(A Central University, Govt of India)
End Semester Examinations – June 2025
Programme Name: BBA (LRE)
Semester: II
Subject Code: UG31T3204

Subject Name: INDIVIDUAL AND GROUP BEHAVIOUR IN BUSINESS

Date: 06.06.2025

Max Marks: 70

Duration: 03 Hrs

Pass Marks: 35

General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) 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. _____ is a forecasting technique based on the results of multiple rounds of questionnaire to panel of experts physically separated from each other.
 - a. Nominal Technique
 - b. Devil's Advocate
 - c. Brainstorming
 - d. Delphi Technique
2. Conflict over how work gets done is called a _____ conflict.
 - a. Task
 - b. Relationship
 - c. Process
 - d. Complex
3. A/An _____ is socially interactive.
 - a. Introvert
 - b. Extrovert
 - c. Thinkers
 - d. Sensors
4. Leadership as a continuum was developed by _____.
 - a. Tannenbaum and Schmidt
 - b. Robert House and Thomas Stogdill
 - c. Thomas Stogdill and Tannenbaum
 - d. Schmidt and Robert House

5. Teams formed with employees from the same hierarchical level but from different work areas are called _____ .
 - a. Self-managed teams
 - b. Problem solving teams
 - c. Virtual teams
 - d. Cross-functional teams
6. Choose the right order as per Bloom's Taxonomy.
 - a. Remember, analyse, apply, understand, evaluate, create
 - b. Remember, understand, analyse, apply, create, evaluate
 - c. Remember, understand, apply, analyse, evaluate, create
 - a. Remember, analyse, apply, evaluate, create, understand
7. According to McGregor theorized managers as _____ managers or _____ managers.
 - a. Theory X and Theory Y
 - b. Theory Perception and Theory Attitude
 - c. Theory A and Theory B
 - d. Theory Pleasant and Theory Unpleasant
8. _____ provides continuity whereas _____ is needed in dynamic environments.
 - a. Change, stability
 - b. Stability, immovability
 - c. Stability, change
 - d. Revolution, change
9. _____ group is composed of individuals who are in a hierarchical relationship.
 - a. Informal
 - b. Formal
 - c. Membership
 - d. Interest
10. How can diversity in a team contribute to its success?
 - a. Diversity is irrelevant to team performance
 - b. It brings different perspectives and ideas
 - c. It leads to conflict
 - d. It helps in social loafing

Section B

Five Questions of 02 Marks each

11. Does social loafing lead to better performance of a team? Justify your answer
12. Differentiate between Groupthink and Groupshift.
13. Highlight on the two probable outcomes of a conflict?
14. Define the three components of attitude.
15. Elaborate on the McClelland's Theory of Needs.

Section C

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

16. In the Team Effectiveness Model differentiate between the different elements of Work Design.

17. What are the five different intentions to settle a conflict?

18.

a. Define Emotional Intelligence

2 marks

b. Explain the components of Emotional Intelligence

8 marks

19. Expand on a leader who inspires you and why?

20. Summarize Blake and Mouton Managerial Grid with the help of a diagram.

21. Elaborate on the Big Five Personality Theory.

22. What are the stages a group goes through, as pointed out by Tuckman, when a project has been assigned to it ?