

Enrollment No./Seat No.:

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**BBA/MBA INTEGRATED - SEMESTER - II EXAMINATION - SUMMER 2025**

**Subject Code: BB02001031**

**Date: 09-06-2025**

**Subject Name: Human Behaviour in Organisations**

**Time: 10:30 AM TO 01:30 PM**

**Total Marks: 70**

**Instructions**

- 1. Attempt all questions.**
- 2. Make suitable assumptions wherever necessary.**
- 3. Figures to the right indicate full marks.**
- 4. USE of SIMPLE calculators AND non-programmable scientific calculators are permitted.**

	<b>Marks</b>
<b>Q.1</b> Attempt all the questions:	<b>14</b>
<b>(a)</b> Define Human Behaviour at the workplace.	
<b>(b)</b> Explain the concept of Ability-Job Fit?	
<b>(c)</b> Enlist the traits of personality.	
<b>(d)</b> Differentiate between Terminal and Instrumental Values.	
<b>(e)</b> Define Job Satisfaction.	
<b>(f)</b> State the core idea of McGregor's Theory X.	
<b>(g)</b> Contrast the Physiological Symptoms of Stress.	
<b>Q.2 (a)</b> Express the key foundations of Individual Behaviour in an organizational context.	<b>07</b>
<b>(b)</b> Summarize how the biographical characteristics like age and experience can influence an employee's behaviour and performance in a retail company.	<b>07</b>
<b>OR</b>	
<b>(b)</b> Describe the three Ego States (Parent, Adult, Child). Provide a workplace scenario illustrating how interactions between different ego states can lead to conflict.	<b>07</b>
<b>Q.3 (a)</b> Explain the different sources of Attitudes and how they influence an individual's behaviour at work.	<b>07</b>
<b>(b)</b> Explain the relationship between Job Satisfaction and employee behaviour (e.g., productivity, absenteeism, turnover). Give examples from an IT sector perspective.	<b>07</b>
<b>OR</b>	
<b>(a)</b> Define Values. Explain the different types of values and discuss how an individual's value system can impact their decision-making in an organization.	<b>07</b>
<b>(b)</b> Illustrate a situation where an employee's personal values conflict with the organization's values. How might this affect their attitude and job satisfaction? Suggest ways an organization can handle such conflicts.	<b>07</b>
<b>Q.4 (a)</b> Compare and contrast Maslow's Hierarchy of Needs Theory with Herzberg's Two-Factor Theory of Motivation.	<b>07</b>

- (b)** Apply McClelland's Theory of Needs to suggest how a manager could motivate team members with high needs for Achievement, Power, and Affiliation respectively, in a project-based environment. **07**

**OR**

- (a)** Explain Alderfer's ERG Theory. How does it modify Maslow's theory? **07**

- (b)** Explain the assumptions of Theory X and Theory Y, describe two different management styles. Which style do you think is more effective in today's dynamic work environment and why? **07**

- Q.5 (a)** Define Work Stress. Discuss its potential environmental and organizational sources. **07**

- (b)** Describe the common consequences (Physiological, Psychological, Behavioural) of prolonged work stress on an employee. Provide examples relevant to a high-pressure sales job. **07**

**OR**

- (a)** Explain the importance of Stress Management in the workplace. **07**

- (b)** Outline various individual and organizational strategies for managing stress effectively. How can implementing these strategies impact employee satisfaction and performance? **07**

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Enrollment No./Seat No.:

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**BBA/MBA INTEGRATED - SEMESTER - II EXAMINATION - WINTER 2025**

**Subject Code: BB02001031**

**Date: 03-12-2025**

**Subject Name: Human Behaviour in Organisations**

**Time: 02:30 PM to 5:30 PM**

**Total Marks: 70**

**Instructions**

- 1. Attempt all questions.**
- 2. Make suitable assumptions wherever necessary.**
- 3. Figures to the right indicate full marks.**
- 4. USE of SIMPLE calculators AND non-programmable scientific calculators are permitted.**

	<b>Marks</b>
<b>Q.1</b> ALL 7 Questions must be Compulsory.	<b>14</b>
(a) Define Human Behaviour.	
(b) What is Adult Ego State?	
(c) State the sources of Value.	
(d) Define Attitude.	
(e) State the needs explained by McClelland.	
(f) State the organisational sources of stress.	
(g) Define Stress.	
<b>Q.2 (a)</b> Define Perception. Explain the effectiveness of factors affecting perception in shaping human behaviour in organisations.	<b>07</b>
(b) Consider yourself as a manager in one of the prestigious MNC and you have a team of 50 employes under you. What factors will you focus on to let them feel satisfied with their job profiles?	<b>07</b>
<b>OR</b>	
(b) Describe your values and attitude that led you to behave the way you did while working on some team assignment	<b>07</b>
<b>Q.3 (a)</b> Explain the interrelationship of Job satisfaction and Human behaviour	<b>07</b>
(b) Consider a time when your personality strengths might have been perceived as weaknesses in a professional setting. How did you navigate this situation, and what did you learn about the importance of situational awareness and adapting your approach?	<b>07</b>
<b>OR</b>	
(a) Explain the Human behaviour process in detail.	<b>07</b>
(b) Mention five new values you have learned during your higher studies. Explain how it impacted your behaviour.	<b>07</b>

- Q.4 (a)** Explain the implications of stress on performance **07**
- (b)** You are the most loyal and honest employee of your organization. But recently your managers allege you for taking bribe and your involvement in leaking classified business secrets. Your teammates are keeping distance from you after this allegation. What will be your strategy to tackle this stressful situation? Explain with reason **07**

**OR**

- (a)** Explain the role of personality traits in framing human behaviour at workplace. **07**
- (b)** In what ways can an individual proactively take steps to improve their own job satisfaction within their current role, even if the organizational environment has limitations? **07**
- Q.5 (a)** Explain Elderfer's ERG theory with special reference to motivation. **07**
- (b)** What are your current motivational needs? When, why and how will they change and how will they in turn affect your behavior? **07**

**OR**

- (a)** What is stress management? Explain various strategies to manage stress. **07**
- (b)** What is the relevance of Maslow's hierarchy of needs theory for a manager in changing workplace scenario. Explain with relevant example **07**

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