

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.**

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

- (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**
