

****Answer:**** b) The study of individual and group dynamics within an organization.

2. Which of the following is NOT a factor influencing individual behavior in organizations?

- a) Personality
- b) Job satisfaction
- c) Organizational culture
- d) Inflation rate

****Answer:**** d) Inflation rate

3. The "Hawthorne Effect" is associated with which key concept in organizational behavior?

- a) Employee motivation
- b) Leadership styles
- c) Group dynamics
- d) Organizational structure

****Answer:**** a) Employee motivation

4. What is the primary focus of the "Maslow's Hierarchy of Needs" theory in OB?

- a) Employee performance appraisal
- b) Employee job satisfaction
- c) Employee motivation
- d) Employee training and development

****Answer:**** c) Employee motivation

5. In terms of decision-making, what does the "bounded rationality" concept suggest?

- a) Managers make perfectly rational decisions.
- b) Managers make decisions based on intuition.
- c) Managers have limited information and cognitive processing capabilities.
- d) Managers avoid making decisions altogether.

****Answer:**** c) Managers have limited information and cognitive processing capabilities.

****Part B: Short-Answer Questions (10 marks each)****

6. Explain the concept of organizational culture and its significance in an organization's success.

****Answer:**** Organizational culture refers to the shared values, beliefs, norms, and behaviors that shape the way people in an organization work and interact. It is significant in an organization's success because it influences employee behavior, job satisfaction, and performance. A positive and strong organizational culture can foster employee engagement, teamwork, and alignment with the company's goals, leading to improved overall performance and competitiveness.

7. Define and differentiate between formal and informal groups within an organization.

****Answer:**** Formal groups in an organization are intentionally created to achieve specific objectives. They have designated roles, responsibilities, and structure, often outlined in an organizational chart. In contrast, informal groups are formed spontaneously among employees based on shared interests, friendships, or social interactions. They may not have defined roles or purposes related to the organization's formal goals. Informal groups can influence morale and communication within the organization.

8. Discuss the concept of "emotional intelligence" and its relevance in leadership.

****Answer:**** Emotional intelligence (EI) refers to the ability to recognize, understand, manage, and effectively use emotions in oneself and others. In leadership, EI is crucial because it allows leaders to build strong relationships, empathize with their team members, and make emotionally intelligent decisions. Leaders with high EI can create a positive work environment, resolve conflicts effectively, and inspire their teams, ultimately leading to better organizational performance.

9. Explain the key components of Herzberg's Two-Factor Theory of motivation.

****Answer:**** Herzberg's Two-Factor Theory suggests that job satisfaction and dissatisfaction are influenced by different factors. The key components are:

- Hygiene Factors (Dissatisfiers): These are factors related to the work environment, such as salary, job security, and working conditions. Their

- * Democratic
- * Laissez-faire
- * **Transformational**
- * **Transactional**

4. Which of the following is a key factor in group dynamics?

- * Group size
- * Group composition
- * Group norms
- * Group cohesion
- * **All of the above**

5. Which of the following is NOT a type of organizational culture?

- * Clan culture
- * Adhocracy culture
- * Hierarchy culture
- * Market culture
- * **Power culture**

****Section B: Short Answer Questions****

1. Define organizational behavior.
2. What are the four main factors that influence individual behavior in organizations?
3. Explain the three main types of motivation.
4. What are the four main leadership styles?