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Name.....

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019

(CUCBCSS)

BBA VI B 13—ORGANIZATIONAL BEHAVIOUR

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

1. Organization Behaviour is _____.
 - (a) An interdisciplinary approach.
 - (b) A humanistic approach.
 - (c) Total system approach.
 - (d) All of these.
2. Which of the following is / are not a direct method to solve intergroup conflicts ?
 - (a) Problem solving.
 - (b) Domination by the management.
 - (c) Removing key figures in conflict.
 - (d) Persuasion.
3. Which of the following is an environmental force that shapes personality ?
 - (a) Gender.
 - (b) Height.
 - (c) Experience.
 - (d) Brain size.
4. Which of the following is a reason that the study of organizational behaviour is useful ?
 - (a) Human behaviour does not vary a great deal between individuals and situations.
 - (b) Human behaviour is not random.
 - (c) Human behaviour is not consistent.
 - (d) Human behaviour is rarely predictable.

Turn over

5. What is the most relevant application of perception concepts to organizational behaviour ?
- The perceptions people form about each other.
 - The perceptions people form about their employer.
 - The perceptions people form about their culture.
 - The perceptions people form about society.
6. Maslow's "basic needs" are also known as _____.
7. _____ theory believes that employees dislike work.
8. _____ is the ability of influencing people to strive willingly for mutual objectives.
9. Organizational behaviour is a _____ as well as an art.
10. _____ is a relatively permanent change in behaviour that occurs as a result of experience.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight questions.

Each question carries 2 marks.

- Define personality.
- What do you mean by group ?
- What do you mean by group norms ?
- Define motivation.
- Define organizational development.
- Define formal group.
- What are group norms ?
- Define organizational behaviour.
- Define learning.
- Define stress.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any **six** questions.*

Each question carries 4 marks.

21. What are the disciplines related to organizational behaviour ?
22. What are the components of learning process ?
23. What are the different types of groups ?
24. What are the factors that can increase group cohesiveness ?
25. What are the types of leadership ?
26. What are the types of conflict ?
27. What are the features of motivation ?
28. What is the importance of organizational behaviour ?

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any **two** questions.*

Each question carries 15 marks.

29. Explain the learning theories.
30. Explain Maslow's need hierarchy theory of motivation. Discuss its importance.
31. What are the financial and non financial motivators of an organization ?

(2 × 15 = 30 marks)