

**15U664**

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Name: .....

Reg. No.....

**SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2018**

(CUCBCSS-UG)

**CC15U BB6 B13 - ORGANISATIONAL BEHAVIOUR**

BBA –Core Course

(2015 Admission)

Time: Three Hours

Maximum: 80 Marks

**Part A**

Answer *all* questions. Each question carries 1 mark.

1. Learned characteristics are all of the following except  
(a) Perception      (b) Age      (c) Personality      (d) Attitude
2. Which one of the following is not a physiological need?  
(a) Hunger      (b) Promotion      (c) Thirst      (d) Air
3. Who developed achievement motivation theory?  
(a) Herbert Simon      (b) Herzberg      (c) Tolman      (d) David C McClelland
4. Sensitivity training is also known as  
(a) Intensive training      (b) Job training      (c) T group training      (d) None of these
5. In the Norming stage, interpersonal relations are characterised by  
(a) Dependence      (b) Conflict      (c) Cohesion      (d) None of these

Fill in the blanks:

6. Organisational behavior is the study and application of knowledge about people, individuals and groups act in .....
7. ....refers to the way we try to understand the world around us.
8. Acute stress is the type of stress that comes immediately with a change of .....
9. ....means simply giving workers more tasks to do of a similar nature or complexity.
10. Leading takes place only through.....communication.

**(10 x 1 = 10 Marks)**

**Part B**

Answer any *eight* questions. Each question carries 2 marks.

11. What is classical conditioning?
12. What is group dynamics?
13. What do you mean by crisis counselling?
14. Who is a charismatic leader?
15. What is social psychology?

16. What is managerial grid?
17. What is organisational change?
18. What is intra individual conflict?
19. What is id?
20. Define motivation.

**(8 x 2 =16 Marks)**

### **Part C**

Answer any *six* questions. Each question carries 4 marks.

21. Discuss the factors affecting organisation change.
22. What is MBO? Describe the steps involved in it.
23. Explain the stages of group development.
24. Discuss the role of money and incentives in work motivation.
25. What are the differences between sensation and perception?
26. Explain the nature and scope of organizational behaviour.
27. What are the different types of conflicts?
28. Discuss the 'Big Five Personality Model'.

**(6 x 4 =24 Marks)**

### **Part D**

Answer any *two* questions. Each question carries 15 marks.

29. Define leadership. Discuss the important contingency theories of leadership.
30. What are the major factors that determine individual behaviour?
31. Explain in detail the various sources of stress related to organizational environment.  
Summarise and evaluate some of the organisational strategies in coping with employees' stress.

**(2 x 15 = 30 Marks)**

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