

18U666

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Name:

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, APRIL 2021

(CUCBCSS-UG)

(Regular/Supplementary/Improvement)

CC15U BB6 B13 - ORGANISATIONAL BEHAVIOUR

(BBA – Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

Part A

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

1. is the original and the most basic system of human personality.
2. The theory X and Y was developed by
3. is the study of the forces operating within a group.
4. MBO means
5. is the study of people in relation to their fellow human beings.
6. The basis of this model is power with a managerial orientation of authority.
a) Autocratic b) Custodial c) Supportive d) Collegial
7. Learned characteristics are all of the following except
a) Perception b) Age c) Personality d) Attitude
8. Which one of the following is not an intra organizational conflict?
a) Horizontal conflict b) Vertical conflict
c) Line and staff conflict d) Functional conflict
9. Sensitivity training is also known as
a) Intensive training b) Job training c) T-group training d) None of these
10. Which one of the following is not a reason for group formation?
a) Esteem b) Security c) affiliation d) Personal cringe

(10 × 1 = 10 Marks)

Part B

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

11. What do you mean by organization behaviour?
12. Define personality.
13. What are self actualization needs?
14. What is group cohesiveness?
15. What is eustress?

16. What do you mean by OD?
17. What is organization change?
18. Briefly explain reciprocal interdependence.
19. Who is a charismatic leader?
20. What do you mean by job enlargement?

(8 × 2 = 16 Marks)

Part C

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

21. Discuss the nature and scope of organizational behaviour.
22. Explain the factors influencing perception.
23. Explain various financial and non financial motivators.
24. What are the different classifications of groups?
25. Explain the various conflict resolution actions adopted in organizations.
26. Distinguish between Maslow's need hierarchy and ERG theory.
27. Explain the stages of group development.
28. Briefly explain classical conditioning theory of learning.

(6 × 4 = 24 Marks)

Part D

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

29. What is motivation? Discuss the important theories of motivation.
30. Discuss the important behavioural theories of leadership.
31. Briefly explain the reasons for resistance to change. What are the techniques can you suggest to overcome such resistance?

(2 × 15 = 30 Marks)
