

18U630

(Pages: 2)

Name:

Reg. No.....

SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2021

(CUCBCSS-UG)

(Regular/Supplementary/Improvement)

CC17U PSY6 B05 - ORGANISATIONAL BEHAVIOUR

(Psychology - Core Course)

(2017 Admissions onwards)

Time: Three Hours

Maximum: 80 Marks

SECTION A

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

1. The steps between a source and a receiver that result in the transfer and understanding of meaning called
 - a) Communication process
 - b) Communication
 - c) Communication apprehension
 - d) Decoding
2. A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect, something that the first party cares about is
 - a) Consistency
 - b) Compensation
 - c) Conflict
 - d) Consensus
3. Who put forwarded two factor theory of motivation?
 - a) Adams
 - b) McGregor
 - c) Maslow
 - d) Herzberg
4. is a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment
 - a) Attribution
 - b) Learning
 - c) Perception
 - d) Impression formation
5. The value an individual places on the reward of an outcome is termed as
 - a) Expectancy
 - b) Valence
 - c) Instrumentality
 - d) Performance appraisal

Fill in the blanks:

6. is a field of study that investigates the impact individuals, groups, and structure have on behavior within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness.
7. referred to specific categories of managerial actions or behaviors expected from a manager.
8. Two or more interacting and interdependent individuals who come together to achieve specific goals is called

9. is evaluative statements, either favorable or unfavorable, concerning objects, people, or events.
 10. type of communication used to serve the self interests of those people within.
- (10 × 1 = 10 Marks)**

SECTION B

Answer *all* questions. Each question carries 2 marks.

11. Goals of organizational behavior.
12. ERG
13. Motivation.
14. Interpersonal Perception.
15. Attribution.
16. Leadership.
17. Communication.
18. Conformity.
19. Group.
20. Distinctiveness.

(10 × 2 = 20 Marks)

SECTION C

Answer any *six* questions. Each question carries 5 marks.

21. Write a short note on types and sources of conflict.
22. Elaborate the principles of Organization structure.
23. Explain process of communication and what are the functions of communication.
24. Define Perception and write about factors influencing perception.
25. What is leadership and explain the approaches to the study of leadership phenomenon.
26. Write a note on Impression management.
27. What are the characteristics and objectives of organizational development? Explain.
28. Explain theories of group formation.

(6 × 5 = 30 Marks)

SECTION D

Answer any *two* questions. Each question carries 10 marks.

29. Explain types of organizational structure and organizational behaviour models.
30. Prepare a note on content theories and process theories of motivation.
31. What is Transactional Analysis? Elaborate different types of communication in TA.
32. Explain work stress and write about Consequences and management of stress.

(2 × 10 = 20 Marks)
