

20U649S

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Name:

Reg. No:

SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2023

(CUCBCSS-UG)

CC17U PSY6 E01 – ORGANISATIONAL BEHAVIOUR

(Psychology - Elective Course)

(2017, 2018 Admissions – Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

Part A

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

1. _____ is a type of motivation in which an individual is being motivated by internal desires.
(extrinsic motivation, intrinsic motivation, self -motivation, reward based motivation)
2. Disagreements that exist between two or more groups and their respective members known as _____
(intergroup conflict, intragroup conflict, group conflict, integrated conflict)
3. _____ component of attitude is derived from knowledge that an individual about situation
(Affective, intentional, cognitive, reasoning)
4. Which groups are the groups formed for the purposes other than the organizational goals.
(informal, task, formal, official)
5. Who is the inventor of transactional analysis?
(William James, Eric Berne, dolman, Albert bandura)

Fill in the Blanks:

6. _____ transmit messages that are related to the professional activities of members through chain of command, written word, representative system
7. _____ is component of an attitude reflects 'feelings and emotions' that an individual has towards a situation.
8. _____ is the process by which the receiver of the message interpret the messages meaning.
9. is the any disturbance in the communication process that interferes with or distort communication?
10. _____ is both people are operating from the same ego state

(10 × 1 = 10 Marks)

Part B

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

11. Impression management
12. Challenges of organization
13. Interpersonal perception
14. Concept of groups
15. Components of attitude
16. Two sources of conflicts
17. Scope of organization
18. Crossed transaction
19. Formal group
20. Types of motivation

(10 × 2 = 20 Marks)

Part C

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

21. Transactional analysis
22. Process theories of motivation
23. Theories of group formation
24. Content theories of motivation
25. Consequences and management of stress
26. Organization development
27. Approaches to study leadership
28. Organization structure

(6 × 5 = 30 Marks)

Part D

Answer any *two* of the following. Each question carries 10 marks.

29. Define organization behaviour and briefly explain about type of organization structure and organization behavioural models?
30. Define motivation. Briefly explain about content and process theories
31. Define conflict; explain about type, source and resolution of conflict?
32. Define communication. Explain about the process and functions of communication?

(2 × 10 = 20 Marks)
