

**D 40021**

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Name.....

Reg. No.....

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

(CUCBCSS—UG)

**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. A study of human behaviour in organizational settings is \_\_\_\_\_  
(a) Individual behaviour. (b) Group behaviour.  
(c) Organizational behaviour. (d) None of these.
2. Which of the following methods is/are used to solve intergroup conflicts indirectly ?  
(a) Avoidance. (b) Encouragement.  
(c) Bargaining. (d) All of these.
3. Which of the following is/are OD intervention techniques ?  
(a) Sensitivity training. (b) MBO.  
(c) Quality of work life. (d) All the above.
4. An OB study would be least likely to be used to focus on which of the following problems ?  
(a) An increase in absenteeism at a certain company.  
(b) A fall in productivity in one shift of a manufacturing plant.  
(c) A decrease in sales due to growing foreign competition.  
(d) An increase in theft by employees at a retail store.
5. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment ?  
(a) Interpretation. (b) Environmental analysis.  
(c) Outlook. (d) Perception.
6. \_\_\_\_\_ is the dynamic organization within the individual that determine his unique adjustment to the environment.
7. Under Herzberg's theory, factors causing dissatisfaction are called \_\_\_\_\_.
8. According to \_\_\_\_\_ Theory employees love work as play or rest.

**Turn over**

9. Free rein leadership is also known as \_\_\_\_\_.
10. \_\_\_\_\_ are social inventions for accomplishing goals through group efforts.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

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

11. What is organisational behaviour ?
12. Define leadership.
13. Define informal group.
14. Define an organisation.
15. What is stress ?
16. Define group.
17. What is group cohesiveness ?
18. Define perception.
19. What is task group ?
20. Define group norms.

(8 × 2 = 16 marks)

### Part III (Short Essays)

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

21. Discuss the nature of organisational behaviour.
22. What are the determinants of personality ?
23. Discuss the need and importance for a group.
24. What are the advantages of group cohesiveness ?
25. What are the qualities of a leader ?
26. What are the objectives of organisational development ?
27. What are the limitations of the organisational development programmes ?
28. What are the characteristics of personality ?

(6 × 4 = 24 marks)

### Part IV (Long Essays)

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

29. Explain the factors affecting perception.
30. Discuss the Herzberg's Hygiene Theory of motivation.
31. Explain the theories of leadership.

(2 × 15 = 30 marks)