

THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2015

(CUCBCSS—UG)

Core Course

BBA III B 04—ORGANISATIONAL BEHAVIOUR

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all.

1. A common definition of OB is that, it is the study of :
 - (a) Pattern of Organisational structure.
 - (b) Group Behaviour.
 - (c) Individual Behaviour.
 - (d) All of the above.
2. The purpose of job enrichment is to :
 - (a) Expand the number of tasks an individual can do.
 - (b) Increase job efficiency.
 - (c) Increase job effectiveness.
 - (d) Increase job satisfaction.
3. Which of these is a core underlying discipline that informs OB ?
 - (a) Motivation.
 - (b) Sociology.
 - (c) Leadership.
 - (d) None of the above.
4. According to Herzberg, which of the following is a maintenance factor ?
 - (a) Salary.
 - (b) Work itself.
 - (c) Responsibility.
 - (d) Recognition.
5. Which of the following forms the basis for autocratic model of OB.
 - (a) Obedience.
 - (b) Power.
 - (c) Authority.
 - (d) All of the above.
6. Leaders who guide their followers in the direction of established goals by clarifying role and task requirements are known as _____ leaders.
7. Theory X was developed by _____
8. According to Maslow, _____ need of human beings at the lowest.

Turn over

9. OB helps to understand work related issues such as motivation, leadership and _____
10. High job satisfaction helps to keep employee turnover _____

(10 x 1 = 10 marks)

Part II (Short Answer Questions)*Answer any eight questions.*

11. Define OB.
12. Define Organisational culture.
13. Define personality.
14. What is meant by Group cohesiveness.
15. Define stress.
16. What is meant by OD.
17. Define perception.
18. What is meant hygiene factors.
19. What is meant by self esteem needs .
20. State the essence of theory X.

(8 x 2 = 16 marks)

Part III (Long Essay)*Answer any six questions.*

21. Explain the nature of Organisational behaviour.
22. Elaborate the determinants of personality.
23. Explain the types of group behaviour.
24. Explain the styles of leadership.
25. What are the types of conflicts ?
26. Explain the significance of Organisational development.
27. Explain how to manage organisational change.
28. Explain Fiedler's contingency model in leadership.

(6 x 4 = 24 marks)

Part IV (Long Essay)*Answer any two questions.*

29. Explain Maslow's Need Hierarchy theory.
30. Elaborate on types of group, its features and stages in group development.
31. What are the causes and consequences of stress.

(2 x 15 = 30 marks)