

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION**MARCH 2021**

(CUCBCSS—UG)

B.B.A.

BBA VIB 13—ORGANISATIONAL BEHAVIOUR

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A*Answer all questions.**Each question carries 1 mark.***Multiple Choice Questions :**

1. Managerial Grid is an important technique of :
 - (a) Organizational change.
 - (b) Organizational development.
 - (c) Organizational culture.
 - (d) Organizational conflicts.
2. Which one of the following is not an intra-individual conflict ?
 - (a) Conflict from frustration.
 - (b) Role conflict.
 - (c) Goal conflict.
 - (d) Horizontal conflict.
3. Which among the following is the first stage of group development ?
 - (a) Storming.
 - (b) Performing.
 - (c) Forming.
 - (d) Norming.
4. Which among the following is a tendency to react positively or negatively in regard to an object ?
 - (a) Personality.
 - (b) Attitude.
 - (c) Perception.
 - (d) Motivation.
5. Which of the following is a study of people in relation to their fellow human beings ?
 - (a) Sociology.
 - (b) Anthropology.
 - (c) Psychology.
 - (d) Semantics.

Fill in the blanks :

6. Managers think about execution, while _____ go for ideas.
7. Two factor theory of motivation was propounded by _____.
8. _____ factors have one sided impact on personality.

Turn over

9. Organizational behaviour suggests the cause and effect relationships and hence it is _____ science.
10. _____ leadership theory combines the concepts of the behavioural theories with a little amount of trait theories.

(10 × 1 = 10 marks)

Section B (Short Answer Questions)

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. What do you mean by an informal group ?
12. What is Conflict ?
13. Define Organizational Behaviour.
14. What is Perception ?
15. What is social psychology ?
16. What do you mean by organizational change ?
17. What are personality traits ?
18. What are physiological needs ?
19. Define Leadership.
20. What are group norms ?

(5 × 4 = 20 marks)

Section C (Short Essays)

Answer at least four questions.

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. Define Organizational Development. Explain, why it is needed in every organization ?
22. List out the criticisms of Maslow's motivation theory.
23. Explain the social learning theory.

24. What are the various types of changes that can be made in organizations ?
25. Distinguish between formal and informal groups.
26. What are the various qualities required by a leader in order to be successful ?
27. Define Personality. What are its features ?
28. What are the characteristics of group norms ?

(4 × 8 = 32 marks)

Section D (Long Essay)

Answer any one question.

Each question carries 18 marks.

29. Why motivation is important in every organization ? Also explain the characteristics of motivation.
30. Explain the relationship of organizational behaviour with various related disciplines.
31. Define Stress. What are the various types of stress ?

(1 × 18 = 18 marks)