

**SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019**

(CUCBCSS)

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. Organization Behaviour is ———.
  - (a) An interdisciplinary approach.
  - (b) A humanistic approach.
  - (c) Total system approach.
  - (d) All of these.
2. Which of the following is / are not a direct method to solve intergroup conflicts ?
  - (a) Problem solving.
  - (b) Domination by the management.
  - (c) Removing key figures in conflict.
  - (d) Persuasion.
3. Which of the following is an environmental force that shapes personality ?
  - (a) Gender.
  - (b) Height.
  - (c) Experience.
  - (d) Brain size.
4. Which of the following is a reason that the study of organizational behaviour is useful ?
  - (a) Human behaviour does not vary a great deal between individuals and situations.
  - (b) Human behaviour is not random.
  - (c) Human behaviour is not consistent.
  - (d) Human behaviour is rarely predictable.

**Turn over**

5. What is the most relevant application of perception concepts to organizational behaviour ?
  - (a) The perceptions people form about each other.
  - (b) The perceptions people form about their employer.
  - (c) The perceptions people form about their culture.
  - (d) The perceptions people form about society.
6. Maslow's "basic needs" are also known as \_\_\_\_\_.
7. \_\_\_\_\_ theory believes that employees dislike work.
8. \_\_\_\_\_ is the ability of influencing people to strive willingly for mutual objectives.
9. Organizational behaviour is a \_\_\_\_\_ as well as an art.
10. \_\_\_\_\_ is a relatively permanent change in behaviour that occurs as a result of experience.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

*Answer any **eight** questions.*

*Each question carries 2 marks.*

11. Define personality.
12. What do you mean by group ?
13. What do you mean by group norms ?
14. Define motivation.
15. Define organizational development.
16. Define formal group.
17. What are group norms ?
18. Define organizational behaviour.
19. Define learning.
20. Define stress.

(8 × 2 = 16 marks)

**Part III (Short Essays)**

*Answer any **six** questions.*

*Each question carries 4 marks.*

21. What are the disciplines related to organizational behaviour ?
22. What are the components of learning process ?
23. What are the different types of groups ?
24. What are the factors that can increase group cohesiveness ?
25. What are the types of leadership ?
26. What are the types of conflict ?
27. What are the features of motivation ?
28. What is the importance of organizational behaviour ?

(6 × 4 = 24 marks)

**Part IV (Long Essays)**

*Answer any **two** questions.*

*Each question carries 15 marks.*

29. Explain the learning theories.
30. Explain Maslow's need hierarchy theory of motivation. Discuss its importance.
31. What are the financial and non financial motivators of an organization ?

(2 × 15 = 30 marks)