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(Pages : 3)

Name.....

Reg. No.....

**SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2020**

(CUCBCSS—UG)

B.B.A.

**BBA VIB 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 not a/an :
  - (a) A separate field of study.
  - (b) Applied science.
  - (c) Normative science.
  - (d) Pessimistic approach.
2. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily :
  - (a) Organizational development.
  - (b) Organizational change.
  - (c) Organisational culture.
  - (d) Organizational conflicts.
3. In which stage of the conflict process does conflict become visible ?
  - (a) Illumination.
  - (b) Intentions.
  - (c) Behaviour.
  - (d) Cognition.
4. Which behavioural science discipline is most focused on understanding individual behaviour ?
  - (a) Sociology.
  - (b) Social psychology.
  - (c) Psychology.
  - (d) Anthropology.
5. Which of the following is not an attribute of psychological individual difference ?
  - (a) Motivation.
  - (b) Learning.
  - (c) Personality.
  - (d) Complexion.

**Turn over**

6. In Maslow's Need hierarchy ———— needs are shown between Esteem needs and Safety needs.
7. ———— propounded X and Y theory of motivation.
8. In ———— leadership, there is a complete centralization of authority in the leader.
9. Organisational behaviour is the study of ———— in the organisation.
10. Thematic Apperception Test (TAT) is designed to understand ———— of individual.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

*Answer any eight questions.*

*Each question carries 2 marks.*

11. What is perception ?
12. What do you mean by formal group ?
13. Define group cohesiveness.
14. What is learning ?
15. What is leadership ?
16. What is informal group ?
17. What is personality ?
18. What is motivation ?
19. What do you mean by functional group ?
20. What is an organisation ?

(8 × 2 = 16 marks)

### Part III (Short Essays)

*Answer any six questions.*

*Each question carries 4 marks.*

21. Discuss the scope and importance of organisational behaviour.
22. What are the features of motivation ?
23. What are the types of group norms ?
24. What are the features of leadership ?

25. What are the qualities of successful leader ?
26. What are the benefits of organisational development programmes ?
27. What are the advantages of group cohesiveness ?
28. Explain the importance of a group.

(6 × 4 = 24 marks)

#### **Part IV (Long Essays)**

*Answer any two questions.*

*Each question carries 15 marks.*

29. Explain the stages of development of group.
30. Explain the McGregor Theory X and Theory Y.
31. "Money holds the key to work motivation in modern business organisation." Discuss the financial and non-financial motivators.

(2 × 15 = 30 marks)

