

B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2021
THIRD SEMESTER
BUSINESS ADMINISTRATION - MAIN
ORGANISATIONAL BEHAVIOUR
(For those who joined in July 2017 onwards)

Time: Three hours

Maximum : 75 marks

PART –A (10X1=10 MARKS)

Answer all the questions:

1. The four key elements of organisational behaviour are _____, structure, technology and environment.
a. people b. science c. ideas d. arts
2. In Hawthorne experiment, _____ is done to find out social system of organisation.
a. Illumination experiments. b. Relay assembly experiments.
c. Bank wiring room experiments. d. interviewing workers
3. _____ is a science that focuses directly on understanding and predicting individual behaviour.
a. Sociology b. Anthropology c. Political science d. psychology.
4. _____ is the summation of feeling of employee as group towards various aspects of their work, company, working conditions and so on.
a. Motivation b. Direction c. Controlling d. Morale.
5. Herzberg's motivation hygiene theory is also known as _____ theory.
a. Three factor b. Two factor c. Nee d. The big 5 model
6. _____ is the process by which people translate sensory impressions into a coherent and unified view of the world around them.
a. Perception b. personality c. learning d. motivation
7. _____ is the enduring characteristics of person in which he/she differs from others.
a. Type) Self c. Trait d. Psychoanalytical factors.
8. Organizational change brings in _____.
a. Organizational development b. Organizational behavior.
c. Organizational structure. d. None of the above.
9. The least visible and deepest level of organizational culture is _____.
a. Artifacts b. Shared assumptions. c. Espoused values d. All of the above
10. Resistance to Cultural Change is directly depends on _____.
a. Magnitude of change b. Strength of the prevailing culture
c. Both 'A' and 'B' d. None of the above

PART-B (5X5=25 Marks)

Answer ALL questions, choosing either a or b.

Each answer should not exceed 250 words.

11. a. Specify the nature and importance of OB.

(or)

b. Narrate the system approach to OB.

12. a. What are the components of attitude?

(or)

b. What are the types of value?

13 a. Describe the factors influencing group cohesiveness.

(or)

b. Explain the causes of individual behaviour.

14. a. Examine the different styles of leadership.

(or)

b. Describe the concept of counselling.

15. a. What are levels of organisational culture?

(or)

b. Describe the characteristics of organisational development.

PART-C (5X8=40 Marks)

Answer ALL questions, choosing either a or b.

Each answer should not exceed 600 words.

16. a. Discuss the Hawthorne experiments.

Or

b. Elaborate the process of organisational behaviour.

17. a. Discuss the various steps involved in learning process.

Or

b. Elaborate the steps to improve morale in an organisation.

18. a. Compare and contrast Maslow's theory with Herzberg's theory of Motivation.

Or

b. Enumerate the group decision making process.

19. a. Explain the various theories of leadership.

Or

b. Explain the causes of change.

20. a. Illustrate the strategies for sustaining organisational culture.

Or

b. Explain the techniques of organisational development.