

(7 pages)

Reg. No. : .....

Code No. : 30628 E Sub. Code : CMBA 32

B.B.A (CBCS) DEGREE EXAMINATION, APRIL 2023.

Third Semester

Business Administration – Core

ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Organisational Behaviour is \_\_\_\_\_
  - (a) A Science
  - (b) An Art
  - (c) A science as well as an art
  - (d) None of the above
  
5. Maslow grouped the five needs into two categories \_\_\_\_\_
  - (a) Higher-order needs and Lower-order needs
  - (b) Supreme needs and local needs
  - (c) Self needs and others needs
  - (d) Luxurious needs and comfort needs
6. Which one of the following would not be considered a human skill in Katz's structure \_\_\_\_\_?
  - (a) Decision making
  - (b) Communicating
  - (c) Resolving conflicts
  - (d) Working as part of a team
7. \_\_\_\_\_ is a set of values that states what an organization stands for
  - (a) Organization behavior
  - (b) Organizational culture
  - (c) Organizational spirit
  - (d) Organizational effectiveness

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2. Forces that affecting organizational behaviour are \_\_\_\_\_
  - (a) People
  - (b) Environment
  - (c) Technology
  - (d) All of the above
3. A learned pre-disposition to respond in a consistently favorable or unfavorable manner with respect to a given object \_\_\_\_\_
  - (a) Perception
  - (b) Attitude
  - (c) Behavior
  - (d) Personality
4. Which of the following is not an attribute of psychological individual difference \_\_\_\_\_
  - (a) Motivation
  - (b) Learning
  - (c) Personality
  - (d) Complexion

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8. There are number of factors that decide or define the culture of an organization including \_\_\_\_\_
  - (a) Structure and size, leadership
  - (b) Environment, events, nature of business and nature of client
  - (c) Both (a) and (b)
  - (d) None
9. In terms of organizational change, "maintenance of the status quo" represents: \_\_\_\_\_
  - (a) Stability
  - (b) Opposition
  - (c) Instability
  - (d) Contradiction
10. The philosophy that guides an organization's policies towards its employees and customers is an important part of \_\_\_\_\_
  - (a) Management strategy
  - (b) Organization behaviour
  - (c) Organizational culture
  - (d) Organization development

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[P.T.O.]

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What is the need for studying Organizational Behaviour?

Or

- (b) Write a short note on challenges and opportunities in OB.

12. (a) List the personal factors that influence individual behaviour.

Or

- (b) State any two theories of learning.

13. (a) Mention the types of group norms.

Or

- (b) Write a short note on group cohesiveness.

14. (a) What are the characteristics of organizational culture?

Or

- (b) What factors create and sustain Organizational culture?

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15. (a) Explain the forces of change.

Or

- (b) Explain the need for OD.

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss the nature of OB.

Or

- (b) OB is inter-disciplinary subject. Discuss with a model.

17. (a) Discuss the factors that influence perception.

Or

- (b) Explain the big five personality traits.

18. (a) Explain the group decision making methods.

Or

- (b) Explain the causes of interpersonal conflict.

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19. (a) Explain the features of organizational culture.

Or

- (b) What is learning? Explain the cognitive and observational learning.

20. (a) Describe the major OD interventions.

Or

- (b) Describe the different organizational development techniques.

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