

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

Third Semester

Business Administration – Core

ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2021-2022)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The subject of Organisational Behaviour is \_\_\_\_\_ in nature
  - (a) Interdisciplinary
  - (b) Democratic
  - (c) Inward looking
  - (d) Management oriented

2. Organizational behavior is \_\_\_\_\_
  - (a) science
  - (b) an art
  - (c) both science and art
  - (d) neither science nor art
3. \_\_\_\_\_ is based on the activities of seeing, hearing, feeling, tasting and smelling.
  - (a) motivation
  - (b) personality
  - (c) perception
  - (d) attitude
4. Theory X and theory Y were introduced by
  - (a) Herzberg
  - (b) McGregor
  - (c) Mallow
  - (d) Sigmund fraud
5. The morns of the group are decided by the group members in case of \_\_\_\_\_
  - (a) formal group
  - (b) informal group
  - (c) strategic group
  - (d) tactic group
6. \_\_\_\_\_ constrict refers to constrict within individuals.
  - (a) Intra personal
  - (b) Inter personal
  - (c) Intra group
  - (d) Inter group

7. In a \_\_\_\_\_ culture all power rest with a leader.
  - (a) authoritarian
  - (b) participative
  - (c) mechanistic
  - (d) participative
8. \_\_\_\_\_ represents the values beliefs and assumes shared by organizational members.
  - (a) organizational culture
  - (b) organizational climate
  - (c) organizational change
  - (d) none of these
9. Change introduced in a planned manner is called
  - (a) reactive change
  - (b) proactive change
  - (c) sudden
  - (d) abrupt
10. Organizational development is designed to achieve \_\_\_\_\_ goals.
  - (a) long term
  - (b) short term
  - (c) both (a) and (b)
  - (d) none of these

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Explain the characteristics of organizational behaviour.
 

Or

 (b) Explain the Organisational Behaviour models.
12. (a) List the personal factors that influence personal behavior.
 

Or

 (b) What are the big five personality traits?
13. (a) Explain the characteristics of groups.
 

Or

 (b) What are causes for constrict.
14. (a) What are the characteristics of organizational culture?
 

Or

 (b) Discuss the measures to be taken to create a strong culture.

15. (a) Explain the process of managing change.

Or

(b) What are the characteristics of Organization Development?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the disciplines that contribute to Organizational Behaviour.

Or

(b) Explain the importance of Organization Behaviours.

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

Or

(b) Explain the Maslow's need theory.

18. (a) Explain the various types of groups.

Or

(b) Explain the different levels of Maslow's hierarchy of needs.

Page 5 Code No. : 10658 E

19. (a) Discuss the different types of culture.

Or

(b) Explain the functions of organizational culture.

20. (a) What are the reasons for resistance to change?

Or

(b) Discuss the various steps involved in the Organization Development process.

Page 6 Code No. : 10658 E