

(6 pages)

Reg. No. :

Code No. : 22929 E Sub. Code : SMBA 34

B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2018.

Third Semester

Business Administration — Main

ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Organisational Behaviour focuses the attention of people from ————— point of view.
 - (a) Humanistic
 - (b) Optimistic
 - (c) Both (a) and (b)
 - (d) None of these

2. Hawthorne studies is related to which stage of the organizational behaviour evolution?
- (a) Industrial revolution
 - (b) Scientific Management
 - (c) Organizational Behaviour
 - (d) Human Relations Movement
3. Behaviors and attitudes can best be predicted by knowing _____.
- (a) A person's beliefs
 - (b) Social norms that influence a person intention
 - (c) A person's values
 - (d) Both (a) and (c)
4. In the system of programmed learning, the learner becomes _____.
- (a) An active agent in acquiring the acquisition
 - (b) A passive agent in acquiring the acquisition
 - (c) A neutral age in acquiring the acquisition
 - (d) Instrumental in acquiring the acquisition
5. Giving meaning to the environment around us is known as _____.
- (a) Learning
 - (b) Attitude
 - (c) Value
 - (d) Perception

6. A person who is motivated by the enjoyment of performing a task is high in _____.
 - (a) Self-esteem
 - (b) Need for achievement
 - (c) Extrinsic motivation
 - (d) Intrinsic motivation

7. Behavioral theories of leadership focused on _____.
 - (a) who are effective leaders
 - (b) what characteristics effective leaders had
 - (c) how to identify effective leaders
 - (d) what effective leaders did

8. A change agent is the individual who _____.
 - (a) supports change
 - (b) helps implement change
 - (c) initiates change
 - (d) opposes change

9. An organization's _____ embraces the behavior, rituals, and shared meaning held by employees that distinguishes that organization from all others.
 - (a) external environment
 - (b) culture
 - (c) development
 - (d) ethics

10. The primary advantage of Organizational Development is _____.
- (a) It tries to deal with change in a whole organization
 - (b) It is easy to implement
 - (c) Both (a) and (b)
 - (d) None of the above

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 importance of OB.
Or
(b) Write a note on the purpose of Hawthorne studies.
12. (a) Explain the 'Personal Biographical Factors' that form the foundations of Individual Behaviour.
Or
(b) Write a note on the formation of attitudes.
13. (a) Explain two factors theory of motivation.
Or
(b) Explain the five stages – group development model.

14. (a) Describe the leadership traits essential for an effective leader.

Or

- (b) How to reduce resistance to change in an organisation?

15. (a) As a manager how will you manage culture in your company?

Or

- (b) What are the objectives of organizational development?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Describe the nature of Organizational Behaviour.

Or

- (b) Explain the system approach.

17. (a) What are the different types of attitudes and values? List out the similarities and dissimilarities between them.

Or

- (b) What are the causes of low morale of employees? Explain.

18. (a) Explain the perception process.

Or

(b) What are the characteristics of a group? Why do people join or form groups?

19. (a) Explain the Managerial Grid.

Or

(b) Describe the causes of organizational change.

20. (a) How will the organizational culture be evaluated in an organization?

Or

(b) Discuss the steps involved in organizational development.
