

(6 pages)

Reg. No. : .....

**Code No. : 10556 E      Sub. Code : CMBA 32**

B.B.A. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

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. Organization is made up of
- (a) its individual members
  - (b) isolation
  - (c) part of a group
  - (d) all the above

2. Which among the following is not comes under scope of organizational behaviour
- (a) people
  - (b) structure
  - (c) human tool
  - (d) process
3. \_\_\_\_\_ formulated a theory to the understanding of motivation.
- (a) MC chelland
  - (b) Maslow
  - (c) Herzberg
  - (d) MC gregor
4. The concept of classical conditioning was developed by
- (a) Skinner
  - (b) Robbins
  - (c) Pavlov
  - (d) Tolman
5. Stages of group development includes
- (a) forming
  - (b) norming
  - (c) performing
  - (d) all the above
6. Which among the following is not comes under goal conflict?
- (a) approach - approach
  - (b) approach - avoidance
  - (c) ambiguity - avoidance
  - (d) avoidance - avoidance

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7. Which of the following is not a characteristic of an organization culture?
- (a) shared values      (b) risk-taking  
(c) team building      (d) stability
8. \_\_\_\_\_ makes a rebellion.
- (a) High individual culture  
(b) Low socialization  
(c) Both (a) and (b)  
(d) None of these
9. The process of breaking down the old attitudes and behaviours, customs and traditions they start with a clean state is called \_\_\_\_\_
- (a) changing      (b) unfreezing  
(c) refreezing      (d) identification
10. \_\_\_\_\_ may be referred as a strategy of planned change aiming at organizational improvement.
- (a) Organizational value  
(b) Organizational behaviour  
(c) Organizational culture  
(d) Organizational development

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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 nature of organizational behaviour.

Or

- (b) What are the different types of models in OB?

12. (a) Describe process of perception.

Or

- (b) Explain theories of learning.

13. (a) What are the advantages and disadvantages of informal group?

Or

- (b) What are the causes of interpersonal conflict?

14. (a) Explain the term (i) measuring culture  
(ii) communicating culture.

Or

- (b) Discuss about learning culture.

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15. (a) What are the different kinds of organizational change?

Or

- (b) Describe resistance in organizational change.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)  
Each answer should not exceed 600 words.

16. (a) What are the need and scope of organizational behaviour?

Or

- (b) Describe the challenges and opportunities of organizational behaviour.

17. (a) Discuss about theories of motivation.

Or

- (b) What are the important strategies for improving perception?

18. (a) Write short notes on :

- (i) group norms
- (ii) group cohesiveness
- (iii) group decision making.

Or

- (b) Define the term conflict. What are the levels of conflict?

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19. (a) What are the characteristic of organizational culture?

Or

- (b) Describe the functions of organizational culture.

20. (a) Discuss OD intervention techniques.

Or

- (b) Write short notes on :

- (i) features of organization development
  - (ii) goals of organization development.
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